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June 28, 2005

BY OVERNIGHT DELIVERY AND E-FILE

Mary L. Cottrell, Secretary
Department of Telecommunications and Energy
One South Station
Boston, MA 02110

Re: Bay State Gas Company, D.T.E. 05-27

Dear Ms. Cottrell:

Enclosed for filing, on behalf of Bay State Gas Company ("Bay State"), please find Bay State's responses to the following information requests:

From the Attorney General:

AG-17-8

From the Department:

DTE-3-12 DTE-3-13 DTE-16-12 DTE-16-13 DTE-16-15

DTE-17-2 DTE-17-3 DTE-17-4 DTE-17-5 DTE-17-6

DTE-17-9

From the USWA:

USWA-2-19

Please do not hesitate to telephone me with any questions whatsoever.

Very truly yours,

Patricia M. French

cc: Per Ground Rules Memorandum issued June 13, 2005:

Paul E. Osborne, Assistant Director – Rates and Rev. Requirements Div. (1 copy)

A. John Sullivan, Rates and Rev. Requirements Div. (4 copies)

Andreas Thanos, Assistant Director, Gas Division (1 copy)

Alexander Cochis, Assistant Attorney General (4 copies)

Service List (1 electronic copy)

Bay State Gas Company
Response to AG-17-8
For the 12 Months ending December 31, 1999 through 2003

Bay State Gas Company
D.T.E. 05-27
Attachment AG-17-8
Page 1 of 2

<u>Description</u>	<u>Account</u>	<u>1999</u>	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>2003</u>
Account 488						
Rental Revenue - WH - taxable	648801	(4,873,863.43)	(4,846,825.43)	(4,820,839.57)	(4,804,303.79)	(4,859,902.73)
Rental Revenue -WH-Nontax	648802	(6,421.78)	0.00	0.00	0.00	0.00
Rental Revenue - HH - taxable	648803	(2,053,706.47)	(1,920,684.07)	(1,996,830.71)	(2,075,287.20)	(1,964,845.85)
Rental Revenue - HH - non taxable	648804	(34,258.61)	0.00	0.00	0.00	0.00
Rental Revenue Late Payment CH-CB & OT	648805	0.00	(14,092.24)	(198,612.93)	(265,967.07)	(263,067.94)
Rental Revenue Late Payment CHRG-WH	648807	(0.17)	0.00	0.00	0.00	0.00
Rental Revenue Liquefaction Service	648809	0.00	(22,933.37)	0.00	135.09	0.00
Total Rental Revenue		(6,968,250.46)	(6,804,535.11)	(7,016,283.21)	(7,145,422.97)	(7,087,816.52)
Account 493						
Rent from Gas Property	649300	(103,170.00)	(386,784.31)	(280,953.69)	(144,489.21)	(8,290.86)
LNG Tank Lease Revenue	649301	0.00	0.00	0.00	(288,832.00)	(930,000.00)
I / C LNG Tank Lease Revenue	649302	0.00	0.00	0.00	(1,100,000.00)	0.00
I / C Throughput and Rental	649303	0.00	0.00	0.00	(55,076.79)	(4,309.38)
Gas Property Revenue		(103,170.00)	(386,784.31)	(280,953.69)	(1,588,398.00)	(942,600.24)
Account 495						
Bundled Service Expense	649505	11,599,416.72	13,331,717.48	6,164,939.15	0.00	0.00
Bundled Margin	649506	3,569,624.54	3,586,463.73	1,598,046.63	(6,688,487.59)	(2,506,359.19)
Rev-Off Sys Sales other	648320	0.00	0.00	0.00	(5,061.06)	0.00
Special Deals Margin - TCO051	649550	0.00	0.00	0.00	0.00	(888,655.00)
Off System Sales		15,169,041.26	16,918,181.21	7,762,985.78	(6,693,548.65)	(3,395,014.19)
GC Gasline Prot Rev	688217	0.00	0.00	(22,554.19)	(54,493.40)	(83,040.76)
Rev GC Com Plans	688218	0.00	(2,223.00)	(5,656.55)	(8,843.66)	(11,082.11)
Late Payment Charge - GC	688219	0.00	(9,720.28)	(39,697.39)	(57,329.74)	(64,381.67)
Rev GC Basic Old	688220	91.63	0.00	0.00	0.00	0.00
Rev GC An Insp Plan	688221	(79.95)	0.00	0.00	0.00	0.00
Rev GC Basic Old WH	688222	138.40	0.00	0.00	0.00	0.00
Rev GC Basic-HH	688223	(937,493.56)	(807,641.06)	(565,445.43)	(513,057.11)	(423,001.39)
Rev GC Basic-WH/HH	688224	(768,363.52)	(709,789.71)	(489,632.02)	(467,118.51)	(376,080.63)
Rev GC Plus-HH	688225	(733,132.93)	(900,907.99)	(1,181,532.46)	(1,442,217.49)	(1,819,416.06)
Rev GC Plus-WH/HH	688226	(673,106.74)	(931,185.64)	(1,324,400.14)	(1,680,780.67)	(2,129,346.56)
Rev GC Plus-Plans	688227	(24,223.93)	0.00	(55,312.36)	(123,283.84)	(143,143.99)
Gardian Care Revenue		(3,136,170.60)	(3,361,467.68)	(3,684,230.54)	(4,347,124.42)	(5,049,493.17)

Bay State Gas Company
Response to AG-17-8
For the 12 Months ending December 31, 1999 through 2003

Bay State Gas Company
D.T.E. 05-27
Attachment AG-17-8
Page 2 of 2

<u>Description</u>	<u>Account</u>	<u>1999</u>	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>2003</u>
Account 488						
I/C Propane Service Work	642220	(120,120.00)	(132,225.00)	(210,023.11)	0.00	0.00
Propane Service Work Revenue	642228	0.00	0.00	0.00	0.00	0.00
Rev C/S LBR	688201	110,602.21	(103,615.17)	(119,454.44)	(95,216.63)	(57,618.01)
Rev C/S Part Tx	688202	(7,330.33)	(29,741.57)	(39,078.00)	(20,367.04)	(25,494.85)
Rev C/S Part Nt	688203	1,072.80	4,081.68	7,939.57	8,035.11	5,099.66
Service Coupon Discount -10%	688204	2,952.06	0.00	0.00	0.00	0.00
Rev C/S A/C Inspect	688229	(450,496.44)	(672,095.33)	(595,026.08)	(674,977.24)	(394,999.61)
Rev C/S A/C Inspect-Labor	688230	(7,984.22)	(1,355.00)	(880.00)	(98,138.03)	(77,520.10)
Rev C/S WH-LBR	688231	(176,562.37)	(136,864.44)	(178,829.51)	(134,690.50)	(78,106.11)
Rev C/S DRY-LBR	688232	(4,430.00)	(105.00)	(345.00)	(315.00)	(190.00)
Rev C/S HH-LBR	688233	(1,188,634.73)	(1,444,593.55)	(1,445,804.77)	(1,360,797.55)	(890,883.75)
Rev C/S Oth-LBR	688234	(32,192.46)	(23,044.20)	(26,358.64)	(42,935.71)	(32,393.18)
Rev C/S Inspection-Parts	688239	0.00	(33,074.51)	(21,374.26)	(21,120.86)	(5,006.55)
Rev C/S A/C Inspection-Parts	688240	(731.35)	(176.34)	(142.12)	(1,467.30)	(877.90)
Rev C/S WH-Part Tx	688241	(53,207.60)	(37,211.94)	(44,383.15)	(25,121.29)	(14,914.40)
Rev C/S DRY-Part Tx	688242	(417.21)	(14.75)	0.00	(75.00)	0.00
Rev C/S HH-Part Tx	688243	(503,185.48)	(654,069.32)	(618,012.68)	(479,520.44)	(346,402.78)
Rev C/S HH-Oth Part Tx	688244	(5,723.18)	(5,972.33)	(8,197.89)	(18,905.52)	(19,828.96)
Rev C/S WH-Part Nt	688251	(381.54)	2,132.91	4,113.95	2,430.32	2,161.48
Rev C/S HH-Part Nt	688253	(4,577.78)	29,687.47	42,716.31	30,289.71	33,348.74
Rev C/S Oth-Part Nt	688254	<u>0.00</u>	<u>412.02</u>	<u>830.99</u>	<u>(1,179.45)</u>	<u>2,152.04</u>
Rev C/S EUSA Rental Repair	688255	<u>(9,675.97)</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>
Repair Work		(2,451,023.59)	(3,237,844.37)	(3,252,308.83)	(2,934,072.42)	(1,901,474.28)
Other Revenues	649500	(2,030,719.70)	(787,424.76)	(352,697.04)	2,846.12	0.00
Interruptible transportation revenue	649570	0.00	0.00	0.00	162,093.94	13,577.61
Prior year CGA adjustment	649516	0.00	0.00	0.00	1,035,623.79	0.00
Carrying Costs-Pre Tax of Ret	649526	0.00	0.00	0.00	(304,173.48)	(660,780.67)
Prod & Storage Revenues	649527	0.00	0.00	0.00	102,025.66	2,731,241.65
RCS Rev - Mo Surcharge	649512	(437,649.02)	0.00	(1,087,210.80)	0.00	0.00
Revenue - Marketing Services	649513	(84,635.26)	(141,367.50)	267.50	0.00	0.00
Transgas Discount Revenue	649507	(91,303.97)	(108,093.03)	(5,044.49)	0.00	0.00
Agawam Turbo Expander-Electri	649502	(25,964.36)	0.00	0.00	0.00	0.00
Total		(56,675.70)	2,477,448.76	(7,634,521.63)	(20,121,752.43)	(15,349,759.57)

COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

RESPONSE OF BAY STATE GAS COMPANY TO THE
THIRD SET OF INFORMATION REQUESTS FROM THE D.T.E.
D. T. E. 05-27

Date: June 28, 2005

Responsible: Danny G. Cote, General Manager

DTE-3-12 Refer to Exh. BSG/DGC-3. Please provide a schedule that breaks down the total number of leaks under each category for each year into Type I, II and III leaks. Also provide similar schedules for the Brockton, Lawrence, and Springfield service areas.

Response: Please see the following list of attachments for the requested material:

Attachment DTE-3-12 (a) – Brockton Division DOT Main and Service Leak Reports Between 2000-2004 By Class;

Attachment DTE-3-12 (b) – Lawrence Division DOT Main and Service Leak Reports Between 2000-2004 By Class; and

Attachment DTE-3-12 (c) – Springfield Division DOT Main and Service Leak Reports Between 2000-2004 By Class.

Program: wwpt050.p
Date: 05/19/2005
Req By: Edward Collins

Bay State Gas Company
Work Order Management System
D.O.T. Leak Report

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R E P O R T P A R A M E T E R S

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Report Type : Summary
Report Sort : Normal
Division : Brockton
Leak Cause : (All)
From Date : 01/01/2000
To Date : 12/31/2000

Program: wwpt050.p
 Date: 05/19/2005
 Req By: Edward Collins

Bay State Gas Company
 Work Order Management System
 D.O.T. Leak Report

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Bay State Gas Company
 D.T.E. 05-12
 Attachment DTE-3-12 (a)
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Cause of Leak	MAINS		SERVICE		Other	Class 3	Class 2	Class 1	Class 3	Other	Class 2	Class 1	Class 3	Other	Cause Total
	Class 1	Class 2	Class 2	Class 2											
Excavation - 3rd Party	46	0	0	0	0	0	0	326	0	0	0	0	0	0	372
Corrosion - Steel	210	410	8	72	0	2	160	0	0	0	0	0	0	0	862
Joint Leak	41	64	0	0	0	0	0	0	0	0	0	0	0	0	105
Material Failure	3	1	0	35	0	0	20	0	0	0	0	0	0	0	59
Investigated	11	6	73	0	0	6	13	0	0	0	0	0	0	0	109
Fit Leak	5	0	0	1	0	74	181	0	0	0	0	0	0	0	261
Thread Leak	26	0	1	4	0	0	11	0	0	0	0	0	0	0	42
Other	14	63	5	18	0	1	11	0	0	0	0	0	0	0	112
Construction Defect	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
Natural Force	16	1	0	0	0	0	1	0	0	0	0	0	0	0	18
Excavation - Other	0	0	0	0	0	0	4	0	0	0	0	0	0	0	4
Excavation - 2nd Party	4	0	0	0	0	0	15	0	0	0	0	0	0	0	19
TOTALS:	376	546	87	130	0	83	742	0	0	0	0	0	0	0	1964

End of Report

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R E P O R T P A R A M E T E R S

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Report Type : Summary
Report Sort : Normal
Division : Brockton
Leak Cause : (All)
From Date : 01/01/2001
To Date : 12/31/2001

Bay State Gas Company
Work Order Management System
D.O.T. Leak Report

Program: wwrpt050.p
Date: 05/19/2005
Req By: Edward Collins

Cause of Leak	MAINS		SERVICE		Other	Class 3	Class 2	Class 1	Other	Class 3	Class 2	Class 1	Other	Cause Total
	Class 1	Class 2	Class 1	Class 2										
Corrosion - Steel	187	380	3	59	0	4	152	0	0	0	0	0	0	785
Material Failure	8	8	0	5	0	0	25	0	0	0	0	0	0	46
Excavation - 3rd Party	25	0	0	1	0	0	121	0	0	0	0	0	0	147
Joint Leak	21	39	0	0	0	0	0	0	0	0	0	0	0	60
Investigated	5	16	50	0	0	10	6	0	0	0	0	0	0	87
Fit Leak	0	1	0	100	0	156	229	0	0	0	0	0	0	486
Other	22	38	5	6	0	2	8	0	0	0	0	0	0	81
Natural Force	7	1	0	0	0	0	1	0	0	0	0	0	0	9
Excavation - 2nd Party	8	1	0	0	0	0	38	0	0	0	0	0	0	47
Thread Leak	3	7	0	1	0	0	1	0	0	0	0	0	0	12
Excavation - Other	1	0	0	0	0	0	3	0	0	0	0	0	0	4
Excavation - 1st Party	1	0	0	0	0	0	0	0	0	0	0	0	0	1
TOTALS:	288	491	58	172	0	172	584	0	0	0	0	0	0	1765

Program: wwrpt050.p
Date: 05/19/2005
Req By: Edward Collins

Bay State Gas Company
Work Order Management System
D.O.T. Leak Report

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R E P O R T P A R A M E T E R S

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Report Type : Summary
Report Sort : Normal
Division : Brockton
Leak Cause : (All)
From Date : 01/01/2002
To Date : 12/31/2002

Bay State Gas Company
Work Order Management System
D.O.T. Leak Report

Program: wrpt050.p
Date: 05/19/2005
Req By: Edward Collins

Cause of Leak	MAINS			SERVICE			Other	Cause Total
	Class 1	Class 2	Class 3	Other	Class 1	Class 2	Class 3	
Thread Leak	18	22	1	0	4	0	1	46
Investigated	3	13	50	1	10	0	7	84
Joint Leak	12	36	3	0	0	1	0	52
Material Failure	11	21	2	0	34	34	1	103
Corrosion - Steel	140	261	21	0	95	48	3	568
Fit Leak	0	0	0	0	118	19	172	309
Other	21	37	3	0	3	0	1	65
Excavation - 3rd Party	21	0	0	0	127	0	0	148
Natural Force	0	2	0	0	0	0	0	2
Excavation - Other	0	0	0	0	2	0	0	2
Excavation - 2nd Party	4	0	0	0	9	0	0	13
TOTALS:	230	392	80	1	402	102	185	1392

Bay State Gas Company
Work Order Management System
D.O.T. Leak Report

Program: wrpt050.p
Date: 05/19/2005
Req By: Edward Collins

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R E P O R T P A R A M E T E R S

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Report Type : Summary
Report Sort : Normal
Division : Brockton
Leak Cause : (All)
From Date : 01/01/2003
To Date : 12/31/2003

Cause of Leak	MAINS		SERVICE			Cause Total
	Class 1	Class 2	Class 1	Class 2	Class 3	
Investigated	8	39	13	5	15	131
Joint Leak	34	70	0	1	0	105
Corrosion - Steel	217	363	144	63	9	800
Material Failure	25	30	39	37	0	131
Thread Leak	1	3	18	14	1	38
Fit Leak	0	0	188	118	171	477
Other	20	52	10	0	0	84
Corrosion - Cast Iron	0	0	0	0	0	1
Natural Force	8	2	1	0	0	11
Excavation - 3rd Party	24	0	120	0	0	144
Excavation - Other	2	0	9	0	0	11
Excavation - 2nd Party	1	0	11	0	0	12
Excavation - 1st Party	1	0	2	0	0	3
TOTALS:	341	559	555	238	196	1948

Program: wrpt050.p
Date: 05/19/2005
Req By: Edward Collins

Bay State Gas Company
Work Order Management System
D.O.T. Leak Report

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R E P O R T P A R A M E T E R S

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Report Type : Summary
Report Sort : Normal
Division : Brockton
Leak Cause : (All)
From Date : 01/01/2004
To Date : 12/31/2004

Bay State Gas Company
Work Order Management System
D.O.T. Leak Report

Program: wrpt050.p
Date: 05/19/2005
Req By: Edward Collins

Bay State Gas Company
D.T.E. 05-12
Attachment DTE-3-12 (a)
Page 10 of 10

Cause of Leak	MAINS		SERVICE			Other	Class 3	Class 2	Class 1	Class 2	Class 3	Other	Cause Total
	Class 1	Class 2	Class 3	Other	Class 1	Class 2							
Joint Leak	18	92	1	0	0	0	0	0	0	0	0	0	111
Investigated	9	49	53	0	15	8	14	8	15	8	14	0	148
Corrosion - Steel	144	358	7	0	114	58	3	0	0	0	0	0	684
Other	19	62	1	0	10	2	0	0	0	0	0	0	94
Fit Leak	0	0	0	0	171	102	76	0	0	0	0	0	349
Material Failure	12	32	0	0	25	24	0	0	0	0	0	0	93
Thread Leak	2	2	0	0	11	8	0	0	0	0	0	0	23
Excavation - Other	4	0	0	0	33	0	0	0	0	0	0	0	37
Natural Force	16	3	0	0	0	0	0	0	0	0	0	0	19
Excavation - 3rd Party	25	0	0	0	82	0	0	0	0	0	0	0	107
Excavation - 2nd Party	6	0	0	0	21	0	0	0	0	0	0	0	27
TOTALS:	255	598	62	0	482	202	93	202	482	202	93	0	1692

Program: wwrpt050.p
Date: 05/19/2005
Req By: Edward Collins

Bay State Gas Company
Work Order Management System
D.O.T. Leak Report

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R E P O R T P A R A M E T E R S

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Report Type : Summary
Report Sort : Normal
Division : Lawrence
Leak Cause : (All)
From Date : 01/01/2000
To Date : 12/31/2000

Bay State Gas Company
Work Order Management System
D.O.T. Leak Report

Program: wwrpt050.p
Date: 05/19/2005
Req By: Edward Collins

Cause of Leak	MAINS		SERVICE		Other	Class 3	Class 2	Class 1	Other	Class 3	Class 2	Class 1	Other	Cause Total
	Class 1	Class 2	Class 2	Class 2										
Investigated	0	9	187	3	2	11	75	2	1	2	3	2	2	215
Corrosion - Steel	25	62	0	0	0	1	0	63	0	0	0	0	0	226
Joint Leak	7	161	25	0	0	1	5	0	0	1	0	0	0	199
Material Failure	9	7	0	0	0	0	3	0	0	0	0	0	0	19
Construction Defect	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Excavation - 3rd Party	11	0	0	0	0	0	0	26	0	0	0	0	0	37
Pit Leak	2	13	1	0	0	1	5	6	0	1	0	0	0	28
Other	2	0	0	0	0	0	2	1	0	0	2	0	0	5
Natural Force	31	2	0	0	0	0	0	0	0	0	0	0	0	33
Thread Leak	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Excavation - 2nd Party	1	0	0	0	0	0	0	0	0	0	0	0	0	1
TOTALS:	88	255	213	93	1	14	93	99	2	14	93	2	2	765

Program: wwpt050.p
Date: 05/19/2005
Req By: Edward Collins

Bay State Gas Company
Work Order Management System
D.O.T. Leak Report

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R E P O R T P A R A M E T E R S

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Report Type : Summary
Report Sort : Normal
Division : Lawrence
Leak Cause : (All)
From Date : 01/01/2001
To Date : 12/31/2001

Bay State Gas Company
Work Order Management System
D.O.T. Leak Report

Program: wrpt050.p
Date: 05/19/2005
Req By: Edward Collins

Cause of Leak	MAINS			SERVICE			Cause Total
	Class 1	Class 2	Other	Class 1	Class 2	Class 3	
Joint Leak	13	171	0	0	5	0	201
Corrosion - Steel	9	46	0	57	50	1	163
Natural Force	25	5	0	2	1	0	33
Investigated	5	20	0	3	5	11	177
Material Failure	5	6	0	6	2	1	20
Fit Leak	3	5	0	0	3	2	13
Other	1	5	0	1	3	2	15
Excavation - 3rd Party	6	0	0	38	0	0	44
Excavation - 2nd Party	0	0	0	0	1	0	1
Construction Defect	0	0	0	1	0	0	1
TOTALS:	67	258	0	108	70	17	668

Program: wwrpt050.p
Date: 05/19/2005
Req By: Edward Collins

Bay State Gas Company
Work Order Management System
D.O.T. Leak Report

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R E P O R T P A R A M E T E R S

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Report Type : Summary
Report Sort : Normal
Division : Lawrence
Leak Cause : (All)
From Date : 01/01/2002
To Date : 12/31/2002

Bay State Gas Company
Work Order Management System
D.O.T. Leak Report

Program: wrpt050.p
Date: 05/19/2005
Req By: Edward Collins

Cause of Leak	MAINS		SERVICE			Cause Total
	Class 1	Class 2	Class 1	Class 2	Class 3	
Corrosion - Steel	30	76	37	67	0	211
Investigated	0	8	0	1	14	145
Joint Leak	22	167	1	0	0	206
Other	6	6	1	2	0	16
Fit Leak	2	9	5	13	0	31
Excavation - 3rd Party	16	0	27	0	0	43
Natural Force	20	11	0	0	0	31
Material Failure	0	1	4	8	0	13
Excavation - 2nd Party	1	0	1	0	0	2
Thread Leak	0	1	0	0	0	1
Corrosion - Cast Iron	0	1	0	1	0	2
TOTALS:	97	280	76	92	14	701

Bay State Gas Company
Work Order Management System
D.O.T. Leak Report

Program: wrpt050.p
Date: 05/19/2005
Req By: Edward Collins

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R E P O R T P A R A M E T E R S

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Report Type : Summary
Report Sort : Normal
Division : Lawrence
Leak Cause : (All)
From Date : 01/01/2003
To Date : 12/31/2003

Bay State Gas Company
Work Order Management System
D.O.T. Leak Report

Program: wrpt050.p
Date: 05/19/2005
Req By: Edward Collins

Cause of Leak	MAINS		SERVICE			Cause Total
	Class 1	Class 2	Other	Class 1	Class 2	
Corrosion - Steel	9	79	0	47	104	239
Material Failure	4	8	0	2	10	24
Natural Force	29	11	0	0	0	40
Joint Leak	10	184	0	0	0	201
Other	2	7	0	1	2	13
Fit Leak	1	4	0	0	4	9
Thread Leak	0	7	0	0	2	9
Investigated	0	5	0	0	0	41
Excavation - 3rd Party	8	0	0	15	0	23
Construction Defect	0	2	0	1	1	4
Excavation - Other	0	1	0	0	0	1
Excavation - 2nd Party	0	0	0	1	0	1
Corrosion - Cast Iron	0	0	0	1	0	1
TOTALS:	63	308	0	68	123	606

Bay State Gas Company
Work Order Management System
D.O.T. Leak Report

Program: wrpt050.p
Date: 05/19/2005
Req By: Edward Collins

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R E P O R T P A R A M E T E R S

=====

Report Type : Summary
Report Sort : Normal
Division : Lawrence
Leak Cause : (All)
From Date : 01/01/2004
To Date : 12/31/2004

Cause of Leak	MAINS		SERVICE			Other	Class 3	Cause Total
	Class 1	Class 2	Class 1	Class 2	Class 3			
Joint Leak	19	273	0	0	0	0	0	303
Corrosion - Steel	23	68	79	117	1	0	0	288
Material Failure	3	9	3	9	0	0	0	24
Natural Force	37	14	1	0	0	0	0	52
Other	0	16	0	0	0	0	0	16
Investigated	0	2	0	1	0	0	0	51
Excavation - 3rd Party	4	2	28	0	0	0	0	34
Excavation - 2nd Party	0	0	2	1	0	0	0	3
Thread Leak	0	2	2	0	0	0	0	4
TOTALS:	86	386	115	128	1	0	0	775

Program: wwrpt050.p
Date: 05/19/2005
Req By: Edward Collins

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R E P O R T P A R A M E T E R S

=====

Report Type : Summary
Report Sort : Normal
Division : Springfield
Leak Cause : (All)
From Date : 01/01/2000
To Date : 12/31/2000

Bay State Gas Company
Work Order Management System
D.O.T. Leak Report

Program: wrpt050.p
Date: 05/19/2005
Req By: Edward Collins

Bay State Gas Company
D.T.E. 05-27
Attachment DTE-3-12 (c)
Page 2 of 11

Cause of Leak	MAINS		SERVICE		Cause Total
	Class 1	Class 2	Class 1	Class 2	
Corrosion - Steel	43	39	259	161	512
Investigated	16	14	8	1	48
Joint Leak	83	99	0	0	189
Pit Leak	19	32	52	29	159
Excavation - 3rd Party	15	0	48	0	63
Natural Force	54	9	2	0	65
Thread Leak	0	0	3	0	3
Excavation - 2nd Party	3	0	1	0	4
Corrosion - Cast Iron	4	0	0	0	4
Excavation - 1st Party	0	0	2	0	2
Construction Defect	1	0	0	0	1
TOTALS:	238	193	375	191	1050

Program: wwrpt050.p
Date: 05/19/2005
Req By: Edward Collins

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R E P O R T P A R A M E T E R S

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Report Type : Summary
Report Sort : Normal
Division : Springfield
Leak Cause : (All)
From Date : 01/01/2001
To Date : 12/31/2001

Cause of Leak	MAINS			SERVICE			Cause Total
	Class 1	Class 2	Class 3	Other	Class 1	Class 2	
Joint Leak	72	111	1	0	0	0	184
Corrosion - Steel	21	28	1	1	314	125	497
Investigated	20	4	6	0	16	8	56
Fit Leak	31	37	11	0	42	14	135
Natural Force	44	7	0	0	0	0	51
Construction Defect	0	0	0	0	1	0	1
Excavation - 3rd Party	12	0	0	0	40	0	52
Corrosion - Cast Iron	1	2	0	0	0	0	3
Excavation - 2nd Party	0	0	0	0	10	0	10
Thread Leak	0	0	0	0	1	0	1
Other	0	0	0	0	1	0	1
TOTALS:	201	189	19	1	425	147	991
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R E P O R T P A R A M E T E R S

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Report Type : Summary
Report Sort : Normal
Division : Springfield
Leak Cause : (All)
From Date : 01/01/2002
To Date : 12/31/2002

Bay State Gas Company
Work Order Management System
D.O.T. Leak Report

Program: wrpt050.p
Date: 05/19/2005
Req By: Edward Collins

Bay State Gas Company
D.T.E. 05-27
Attachment DTE-3-12 (c)
Page 6 of 11

Cause of Leak	MAINS		SERVICE		Other	Class 3	Cause Total
	Class 1	Class 2	Class 1	Class 2			
Joint Leak	76	143	0	1	0	0	226
Corrosion - Steel	19	27	289	145	0	4	485
Excavation - 3rd Party	10	0	76	0	0	0	86
Natural Force	35	2	1	0	0	0	38
Fit Leak	36	38	41	27	0	0	191
Investigated	15	10	19	3	0	1	52
Corrosion - Cast Iron	1	0	0	0	0	0	1
Construction Defect	0	1	2	1	0	0	4
Excavation - 2nd Party	1	1	4	0	0	0	6
Material Failure	0	1	0	0	0	0	1
Other	2	0	3	0	0	0	5
TOTALS:	195	223	435	177	0	5	1095

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R E P O R T P A R A M E T E R S

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Report Type : Summary
Report Sort : Normal
Division : Springfield
Leak Cause : (All)
From Date : 01/01/2003
To Date : 12/31/2003

Cause of Leak	MAINS		SERVICE		Other	Class 3	SERVICE		Other	Cause Total
	Class 1	Class 2	Class 1	Class 2			Class 1	Class 2		
Joint Leak	126	100	11	0	0	0	0	0	0	237
Pit Leak	20	19	7	12	0	2	33	12	0	93
Corrosion - Steel	47	25	5	104	0	5	381	104	0	567
Corrosion - Cast Iron	2	0	0	0	0	0	0	0	0	2
Investigated	41	14	3	2	0	0	15	2	0	75
Natural Force	58	1	0	0	0	0	4	0	0	63
Excavation - 3rd Party	5	0	0	0	0	0	46	0	0	51
Other	4	0	0	3	0	0	11	3	0	18
Excavation - Other	0	0	0	0	0	0	2	0	0	2
Thread Leak	0	0	0	0	0	0	1	0	0	1
Excavation - 2nd Party	1	0	0	0	0	0	6	0	0	7
TOTALS:	304	159	26	121	0	7	499	121	0	1116

Program: wwrpt050.p
Date: 05/19/2005
Req By: Edward Collins

Bay State Gas Company
Work Order Management System
D.O.T. Leak Report

Page: 1
Time: 22:05:02

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R E P O R T P A R A M E T E R S

=====

Report Type : Summary
Report Sort : Normal
Division : Springfield
Leak Cause : (All)
From Date : 01/01/2004
To Date : 12/31/2004

Bay State Gas Company
Work Order Management System
D.O.T. Leak Report

Program: wrprt050.p
Date: 05/19/2005
Req By: Edward Collins

Bay State Gas Company
D.T.E. 05-27
Attachment DTE-3-12 (c)
Page 10 of 11

Cause of Leak	MAINS		SERVICE		Class 3	Other	Cause Total
	Class 1	Class 2	Class 1	Class 2			
Joint Leak	113	185	0	0	0	0	305
Corrosion - Steel	28	45	327	147	0	0	547
Investigated	37	30	21	9	2	0	104
Fit Leak	25	40	19	16	0	0	114
Natural Force	46	2	3	0	0	0	51
Other	4	2	10	4	0	0	20
Corrosion - Cast Iron	0	2	0	0	0	0	2
Excavation - 3rd Party	8	0	52	0	1	0	61
Thread Leak	0	0	2	0	0	0	2
Excavation - 1st Party	0	0	1	0	0	0	1
Excavation - 2nd Party	1	0	3	0	0	0	4
TOTALS:	262	306	439	176	3	0	1211

COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

RESPONSE OF BAY STATE GAS COMPANY TO THE
THIRD SET OF INFORMATION REQUESTS FROM THE D.T.E.
D. T. E. 05-27

Date: June 28, 2005

Responsible: Danny G. Cote, General Manager

DTE-3-13 Refer to Exh. BSG/DGC-3. Please provide a schedule that shows the number of services leaks by Type I, II, and III leaks for each indicated category for each year. Also provide similar schedules for the Brockton, Lawrence, and Springfield service areas.

Response: Please see the Company's response to DTE-3-12 for the requested information.

COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

RESPONSE OF BAY STATE GAS COMPANY TO THE
SIXTEENTH SET OF INFORMATION REQUESTS FROM THE D.T.E.
D. T. E. 05-27

Date: June 28, 2005

Responsible: Danny G. Cote, General Manager

DTE-16-12 Refer to Exh. BSG/DGC-1, at 32, 34. Please indicate if the Company's Capital Authorization Handbook contains all the Company's policies on capital expenditures and budgeting. If this is not the case, please provide copies of all other manuals and publications used as a basis for capital expenditures and budgeting.

Response: The Capital Authorization Handbook contains all the Company's policies on capital expenditures and budgeting with the exception of the capitalization threshold for General Plant Equipment (i.e. furniture, tools, computers, etc). This threshold represents the minimum expense amount that can be capitalized. All expenses with a unit cost less than \$1,000 must be expensed, not capitalized. This threshold amount is provided by the Company's Accounting Department.

COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

RESPONSE OF BAY STATE GAS COMPANY TO THE
SIXTEENTH SET OF INFORMATION REQUESTS FROM THE D.T.E.
D. T. E. 05-27

Date: June 28, 2005

Responsible: Danny G. Cote, General Manager

DTE-16-13 Refer to Exh. BSG/DGC-1, at 37. Please provide any studies, reports or memoranda relied upon by the Company as the basis for using the greater-than-ten percent or \$50,000 thresholds that would require the preparation of a variance authorization.

Response: The Company has set the variance authorization requirement threshold criteria to +/-10% and \$50,000 or more based on the Company's current accounting preferences. This threshold allows for reasonable managerial notifications and approvals for significant project overruns, which warrant additional managerial input. By using both criteria to trigger a variance authorization, it prevents unnecessary notifications on low cost projects whose variances could easily exceed 10%, due to unforeseen reasons, but actually only represent relatively small dollar amounts.

COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

RESPONSE OF BAY STATE GAS COMPANY TO THE
SIXTEENTH SET OF INFORMATION REQUESTS FROM THE D.T.E.
D. T. E. 05-27

Date: June 28, 2005

Responsible: Danny G. Cote, General Manager

DTE-16-15 Please list and describe how the requested documentation in the preceding information request relating to project List No. 11 would differ from the documentation for the Capital Expense Tracking Report had the project been performed under for the Company's proposed Steel Infrastructure Replacement ("SIR") program.

Response: The project cited in BSG/DGC-8, at 2, List No. 11 would not be included in the ("SIR") program because it was cast iron pipe that was replaced. All capital projects, regardless of pipe type, will be tracked and managed as outlined in the Capital Authorization Handbook ("Handbook") issued in 2005. Please refer to DTE-16-9 for a copy of the Handbook.

COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

RESPONSE OF BAY STATE GAS COMPANY TO THE
SEVENTEENTH SET OF INFORMATION REQUESTS FROM THE D.T.E.
D. T. E. 05-27

Date: June 28, 2005

Responsible: J. A. Ferro, Manager Regulatory Policy

DTE-17-2 Refer to Sch. BSG/JAF 1-1, sheet 1. For each item on lines 8-17, please provide a description of each item and explain the basis for the proposed adjustment or lack of adjustment to the revenues associated with each item.

Response: **Line 8, Off system sales revenue** - Off-system sales revenues represent non-firm revenues generated from bundling upstream capacity and supply and selling typically to interstate markets upstream of Bay State's distribution system. These revenues are passed back to firm sales customers through the CGA in the form of a reduction to gas costs for the capacity and supply used to make the sale, and the margin pursuant to the margin sharing mechanism instituted by the Department in D.P.U. 93-141. Thus, these revenues have no impact to the Delivery Service Revenue in Column 7 and therefore there is no revenue requirement impact and therefore no need to include it beyond column 2.

Line 9, Gas Property Revenue – See response to AG-9-43. Since these revenues are actual test year revenues that are not extraordinary, no adjustment is needed to this test year revenue.

Line 10, Rental Revenue - See AG-9-43. Since these revenues are actual test year revenues that are not extraordinary, no adjustment is needed to this test year revenue.

Line 11, Guardian Care / Inspections - See response to AG-9-43. Since these revenues are actual test year revenues that are not extraordinary, no adjustment is needed to this test year revenue.

Line 12, Lost Net Rev Res HTR - Lost Base Revenues recovered in conjunction with the Company's delivery of energy efficiency (or DSM) programs. The revenue is recovered through the LDAC surcharge shown in column 4. Since all costs and revenue recovery are handled through the LDAC surcharge, both cost and revenue are excluded from the base rate revenue requirement.

Line 13, Late Payment Charges - Revenues from additional charges assessed to customers because of their failure to pay gas bills on or before a specified date. Since these revenues are actual test year

revenues that are not extraordinary, no adjustment is needed to this test year revenue.

Line 14, Return Check Charge - Revenue from assessing a charge to the customer whenever a customer pays a bill by check and the check is returned to the Company by the customer's financial institution for lack of sufficient funds in the customer's account. Since these revenues are actual test year revenues that are not extraordinary, no adjustment is needed to this test year revenue.

Line 15, Carrying Costs - pre-tax of return - Revenue received (passed back) for the following Regulatory Assets:

- 1) Acct 182-11 Working Capital Deferred Peak Commodity.
- 2) Acct 182-13 Working Capital Deferred Peak Demand.
- 3) Acct 182-16 Deferred Gas cost bad debt.
- 4) Acct 182-20 Working Capital Deferred Off-Peak Demand.
- 5) Acct 182-21 Working Capital Deferred Off-Peak Commodity.
- 6) Acct 182-38 DSM Lost Net Revenue (May filing).
- 7) Acct 182-39 DSM Lost Net Revenue (November filing).
- 8) Acct 182-40 DSM Lost Net Revenue Inactive.
- 9) Acct 182-87 DSM Lost Base Revenue.
- 10) Acct 480-484 Interest Normalization for gas cost and associated bad debt.

Column 1 shows Account 495.26 per the Company's Financial Statements.

Column 2 shows the revenue in Account 495.26 based on gas costs. Specifically it includes Acct 182-11 Working Capital Deferred Peak Commodity, Acct 182-13 Working Capital Deferred Peak Demand, Acct 182-16 Deferred Gas cost bad debt, Acct 182-20 Working Capital Deferred Off-Peak Demand, Acct 182-21 Working Capital Deferred Off-Peak Commodity and Acct 480-484 Interest Normalization for gas cost and associated bad debt.

Column 3 shows the revenue in Account 495.26 not based on gas costs. Specifically it includes Acct 182-38 DSM Lost Net Revenue (May filing), Acct 182-39 DSM Lost Net Revenue (November filing), Acct 182-40 DSM Lost Net Revenue Inactive, and Acct 182-87 DSM Lost Base Revenue. These revenues are shown in column 3 since they are considered non-recurring.

Column 7 is the result of starting with per books revenue in column 1, subtracting gas cost in column 2 and non-recurring revenue in column 3. Since all revenue on line 15 is either gas cost or non-recurring, column 7 is essentially equal to zero (\$1 rounding).

Line 16, Production and Storage revenue - Revenue received (passed back) for the following Regulatory Assets:

- 1) Acct 182-18 Off-Peak production and storage demand.
- 2) Acct 182-48 Peak production and storage demand.

These revenues represent the portion of the revenue requirement of the Company's LNG and LP plants associated with the gas supply function, as well as dispatching and gas acquisition costs, established in the Company's last rate proceeding.

Column 1 shows Account 495.27 per the Company's Financial Statements.

Column 2 shows the actual revenue recoveries in Account 495.27.

Column 3 shows the non-recurring revenue difference between column 1 – column 2 and the agreed upon annual amount of recovery set in the Company's last rate proceeding, a revenue neutral rate design case, D.P.U. 95-52 and 95-104 of \$9,129,632.

Column 7 is the result of starting with per books revenue in column 1, subtracting gas costs in column 2 and non-recurring revenue in column 3, resulting in the agreed upon annual amount of \$9,129,632.

Line 17, Customer R&C Shut-off Turn-on - Revenue from reactivating accounts (meter turn-on) after non-payment. The Company has proposed an adjustment to test year revenues of \$34,855, supported in Exhibit BSG/JAF-1, pages 38 – 39, and in Schedule JAF-1-7.

COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

RESPONSE OF BAY STATE GAS COMPANY TO THE
SEVENTEENTH SET OF INFORMATION REQUESTS FROM THE D.T.E.
D. T. E. 05-27

Date: June 28, 2005

Responsible: Joseph A. Ferro, Manager Regulatory Policy

DTE-17-3 Refer to Sch. BSG/JAF 1-1, sheet 2. Please explain the basis for eliminating the DAF and indirect GAF revenues on line 21.

Response: The intent of Lines 20 through 23 on Sch. BSG/JAF 1-1, sheet 2, is to show the revenue provided to Mr. Skirtich in developing operating revenue and, in turn, the Company's revenue requirement. Mr. Skirtich's Revenue Requirement in Schedule JES-1, column 3, line 1 reflects the adjusted operating revenue that is derived on line 24 in Schedule JAF-1-1, sheet 2. The reduction associated with DAF and GAF revenues on line 21 is also shown on line 18 in Schedule JES-4 - Operating Revenue.

It is necessary to eliminate these annualized DAF and Indirect GAF revenues from total revenue because these revenues are recovered on a reconciling basis through the CGAC and LDAC mechanisms, and this does not impact the Company's revenue requirement.

COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

RESPONSE OF BAY STATE GAS COMPANY TO THE
SEVENTEENTH SET OF INFORMATION REQUESTS FROM THE D.T.E.
D. T. E. 05-27

Date: June 28, 2005

Responsible: Joseph A. Ferro, Manager Regulatory Policy

DTE-17-4 Refer to Sch. BSG/JAF 1-1, at 2. Please provide a spreadsheet, in Excel format on a CD-ROM, that demonstrates how the direct GAF, indirect GAF, and DAF rates that appear in this schedule are derived.

Response: Direct GAF, Indirect GAF, and DAF rates used to determine annualized revenue on Schedule JAF-1-1 sheet 2, are the actual billing rates invoiced by the Company during the test year. These rates were applied by month by rate class in WP JAF-1-2-1 through WP JAF-1-2-12. Revenue was generated by applying monthly volumes to monthly rates in the work papers. The resulting revenues are accumulated by rate class by season (winter / summer) and the totals are shown on Schedule JAF-1-2 in column 4. The seasonal rates shown in column 3 of Schedule JAF-1-2 are simply the accumulated seasonal revenue divided by the accumulated seasonal volumes in Schedule JAF-1-2 column 2.

Please see the Company's responses to AG-7-1, 7-2, 7-3 and 7-4 for a copy of the spreadsheet in Excel format.

COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

RESPONSE OF BAY STATE GAS COMPANY TO THE
SEVENTEENTH SET OF INFORMATION REQUESTS FROM THE D.T.E.
D. T. E. 05-27

Date: June 28, 2005

Responsible: Joseph A. Ferro, Manager Regulatory Policy

DTE-17-5 Refer to Sch. BSG/JAF 1-2. Please (a) explain why the GAF and winter DAF rates vary among the 4 subsections of residential non-heating customers, and (b) provide similar explanations with respect to the residential heating classes and the G-42, G-43, G-52, and G-53 classes.

Response: As stated in response to request DTE-17-4, Direct GAF, Indirect GAF, and DAF seasonal rates shown on Schedule JAF-1-2 are simply the accumulated seasonal revenue divided by the accumulated seasonal volumes from WP JAF-1-2-1 through JAF-1-2-12. GAF rates changed in January, May, July, November, and December of 2004. DAF rates changed in January, May and December 2004. The rates shown in Column 3 of Schedule JAF-1-2 are in effect a weighted average of the calculated monthly revenue in the work papers divided by the monthly volumes.

COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

RESPONSE OF BAY STATE GAS COMPANY TO THE
SEVENTEENTH SET OF INFORMATION REQUESTS FROM THE D.T.E.
D. T. E. 05-27

Date: June 28, 2005

Responsible: Joseph A. Ferro, Manager Regulatory Policy

DTE-17-6 Please explain the discrepancy between the total number of customer bills indicated on Sch. BSG/JAF 1-2, sheet 10, line 11, and the total number of customer bills indicated on Sch. BSG/JAF 1-3, sheet 4, line 12.

Response: The number of customer bills indicated on Sch. BSG/JAF-1-3, sheet 4, line 12, is correct. However there was a cell reference error on the spreadsheet that creates Sch. BSG/JAF-1-2. Specifically, customer counts for rate schedule G-40 on sheet 3, line 26, column 1, was not included in the tariff sales subtotal on sheet 6, line 7, column 1, and therefore was not part of the total customer count on sheet 10, line 11, column 1.

By adding rate class G-40's customer bill counts for the test year of 190,903, the corrected totals on Sch. BSG/JAF-1-2 are as follows:

Sheet 6, line 7 should be 290,409

Sheet 6, line 12 should be 3,333,509

Sheet 10, line 11 should be 3,372,442

Please note that, since revenue was calculated using each rate class' customer bill counts, this totaling error did not impact the accuracy of test year revenues.

COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

RESPONSE OF BAY STATE GAS COMPANY TO THE
SEVENTEENTH SET OF INFORMATION REQUESTS FROM THE D.T.E.
D. T. E. 05-27

Date: June 28, 2005

Responsible: Joseph A. Ferro, Manager Regulatory Policy

DTE-17-9 Refer to Exh. BSG/JAF-3, at 464 (Schedule of Administrative Fees and Charges). Please explain whether the Company's proposal with regard to the Meter Test Fee is not only to increase the fee, but also to expand applicability of the fee from non-residential customers to all customers. If so, please explain the basis for the Company's proposal to expand applicability in this regard.

Response: The Company's proposal, as set out in Schedule BSG/JAF-3-1, M.D.T.E No. 35, Page Appendix B – 1, is to increase the Meter Test Fee and to expand the applicability to all customers.

The Company will only assess the fee if: (1) after verifying the meter reading and investigating the consumption history of the account, the Company has determined that the meter readings, and associated billings, appear reasonable, and the customer still requests a meter test, and (2) the meter tests within the 2% accuracy range. Further, the Company will explain to the customer that if the meter tests within 2% accurate, the Company may charge the meter test fee. Considering these parameters and explanation to the customer, and that the fee is still below a cost-based charge, the Company believes that it is fair to charge any customer for such a test.

COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

RESPONSE OF BAY STATE GAS COMPANY TO THE
SECOND SET OF INFORMATION REQUESTS FROM USWA, AFL-CIO/CLC
D. T. E. 05-27

Date: June 28, 2005

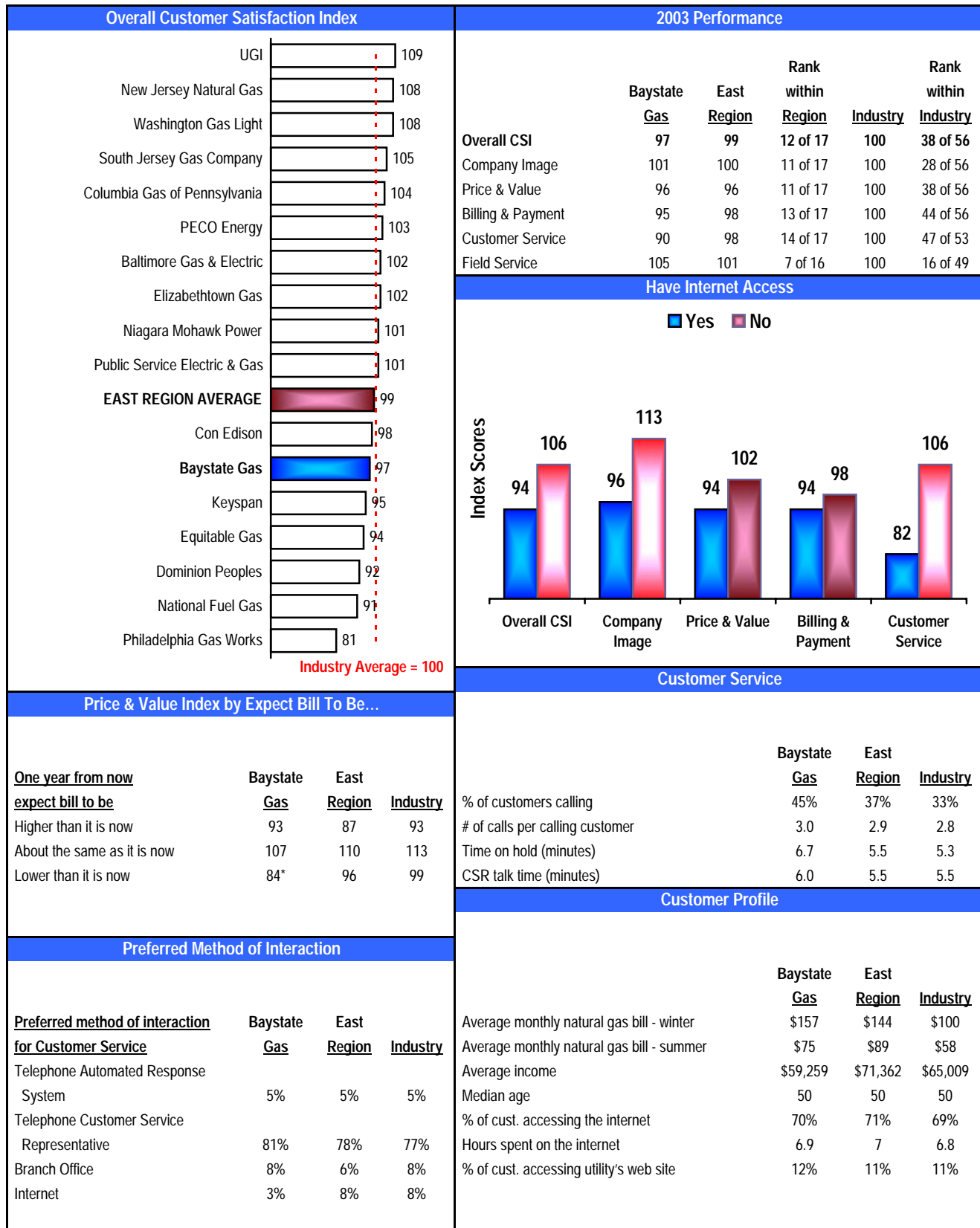
Responsible: Stephen H. Bryant, President

USWA-2-19: For 1999 to date, provide the result of all J.D. Power and Associates customer service surveys relating to the Company.

Response: Attachment USWA-2-19 (a) is a J.D. Power study from 2003. This is the only J. D. Power study performed for Bay State.

























Attachments USWA-2-19 (b) through USWA-2-19 (f) are surveys from 2001 to present that cover call center customer satisfaction. Attachments USWA-2-19 (g) through USWA-2-19 (k) are surveys from 2001 to present that cover customer satisfaction related to field operations.

Baystate Gas



*Caution: Small Sample Size.

Baystate Gas

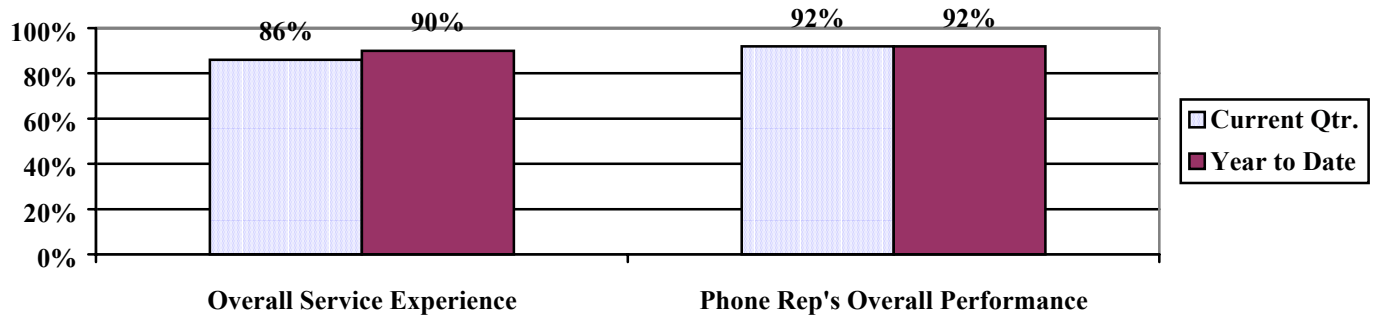
Attribute Performance and Gap Analysis ¹			
<u>2002</u>	<u>2003</u>		← Trailing Industry Better than Industry →
N/A	6.74	Q54 Concern for the environment	
N/A	6.44	Q59 Offering a variety of services and options	
N/A	7.09	Q58 Educating you on being safe around natural gas	
N/A	8.73	Q28 Attention to safety	
N/A	8.32	Q26 Quality of work performed	
N/A	7.44	Q10 Length of time to pay w/o penalty	
N/A	8.22	Q27 Appearance of workers	
N/A	6.89	Q56 Being honest and ethical	
N/A	5.49	Q16 Availability of pricing options	
N/A	7.38	Q41 Rep.-Knowledge	
N/A	6.08	Q55 Commitment to the local community	
N/A	7.76	Q40 Rep.-Courteous and friendly	
N/A	6.64	Q57 Effectively communicates changes	
N/A	5.14	Q19 Ability to help reduce mo. bill	
N/A	6.07	Q39 Promptness in speaking to CSR	
N/A	6.84	Q43 Rep.-Time needed to answer question	
N/A	7.65	Q60 Natural gas utility's ability to maintain a safe gas system	
N/A	7.43	Q8 Accuracy of bill	
N/A	8.19	Q7 Ease of finding exact amount to pay	
N/A	6.82	Q42 Rep.-Solve prob./answer question	
N/A	5.22	Q18 Fairness of pricing	
N/A	5.49	Q17 Total monthly cost of your natural gas service	
N/A	6.55	Q9 Ease of understanding your bill	
N/A	6.62	Q11 Usefulness of options to pay your bill	

¹Defined as (Mean Rating of Utility less the Industry Mean Rating) multiplied by percent contribution to Overall Satisfaction.

-- Springfield, MA Contact Center --

Primary Measures of Service Quality


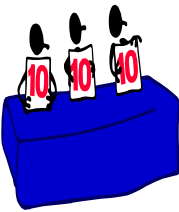

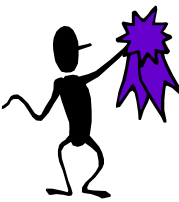
(Percent Rating "6" or Higher on Ten-Point Scale)



Key Drivers of Satisfaction with Overall Service Experience

	Springfield Contact Center		Comparison to NiSource Average	
	Current Qtr.	Year to Date	Current Qtr.	Year to Date
Time from first contact until service was completed	85%	87%	0%	2%
Phone rep taking care of request quickly and efficiently	89%	90%	1%	1%
Work crew adequately answering your questions	95%	96%	0%	0%
Convenience of phone center hours of operation	87%	88%	2%	3%
Service request satisfied during first visit (% "Yes")	80%	83%	-8%	-6%

Percentage of Customers Rating "6" or Higher on Ten-Point Scale (unless otherwise noted)

 <p>Meeting/Exceeding Customer Expectations</p> <table> <tr> <td><u>Current Qtr.</u></td> <td><u>Year to Date</u></td> </tr> <tr> <td>86%</td> <td>88%</td> </tr> </table>	<u>Current Qtr.</u>	<u>Year to Date</u>	86%	88%	 <p>Overall Satisfaction with Automated Phone System</p> <table> <tr> <td><u>Current Qtr.</u></td> <td><u>Year to Date</u></td> </tr> <tr> <td>55%</td> <td>61%</td> </tr> </table>	<u>Current Qtr.</u>	<u>Year to Date</u>	55%	61%
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 <p>Percentage of Cases Resolved with One Call</p> <table> <tr> <td><u>Current Qtr.</u></td> <td><u>Year to Date</u></td> </tr> <tr> <td>49%</td> <td>55%</td> </tr> </table>	<u>Current Qtr.</u>	<u>Year to Date</u>	49%	55%	 <p>Percent Rating Phone Service Better than Peer Utilities</p> <table> <tr> <td><u>Current Qtr.</u></td> <td><u>Year to Date</u></td> </tr> <tr> <td>80%</td> <td>82%</td> </tr> </table>	<u>Current Qtr.</u>	<u>Year to Date</u>	80%	82%
<u>Current Qtr.</u>	<u>Year to Date</u>								
49%	55%								
<u>Current Qtr.</u>	<u>Year to Date</u>								
80%	82%								

	Current Quarter -----	Change from Previous -----	Year-to- Date -----	12-Month Rolling Average -----
Unweighted N=	653	11	1283	1283
Q1. Overall Impression of Company				
- Percent rating 6 or Higher	86%	-3%	87%	87%
- Average Rating	7.97	-0.29	8.07	8.07
Q2a. Overall Satisfaction with Recent Service Experience				
- Percent rating 6 or Higher	86%	-6%	88%	88%
- Average Rating	8.36	-0.47	8.53	8.53
Q3. Was service all handled entirely through automated telephone system?				
- Yes	3%	1%	2%	2%
- No	97%	-1%	98%	98%
Q4. Overall Satisfaction with Automated Telephone System				
- Percent rating 6 or Higher	55%	-15%	61%	61%
- Average Rating	6.15	-0.78	6.45	6.45
Q5a. Overall ease of using automated phone system				
- Percent rating 6 or Higher	70%	0%	70%	70%
- Average Rating	7.02	-0.12	7.05	7.05
Q5b. Variety of services and information offered				
- Percent rating 6 or Higher	76%	-1%	76%	76%
- Average Rating	7.36	-0.15	7.41	7.41
Q5c. Ease of understanding different menu options and directions				
- Percent rating 6 or Higher	75%	-2%	76%	76%
- Average Rating	7.47	-0.01	7.46	7.46
Q5d. The amount of time it took to get to desired menu option				
- Percent rating 6 or Higher	63%	-3%	64%	64%
- Average Rating	6.58	-0.21	6.65	6.65
Q5e. The clarity of the sound and message voice				
- Percent rating 6 or Higher	86%	-1%	86%	86%
- Average Rating	8.16	-0.10	8.19	8.19
Q5f. Amount of time it took to complete transaction (Base--Respondents who completed transaction entirely through automated phone system)				
- Percent rating 6 or Higher	63%	-4%	64%	64%
- Average Rating	6.88	0.27	6.77	6.77

	Current Quarter -----	Change from Previous -----	Year-to- Date -----	12-Month Rolling Average -----
Unweighted N=	653	11	1283	1283
Q6. Automated Power Outage Reporting System (%Yes)				
Unweighted N=	-	-	-	-
B. Given an estimate of how long it would take to restore electricity?	0%	0%	0%	0%
C. Was electricity back on within the time estimated?	0%	0%	0%	0%
D. Did NIPSCO call to confirm electricity was back on?	0%	0%	0%	0%
E. Overall, was the information you received about the outage useful to you?	0%	0%	0%	0%
CONTACTING THE COMPANY				
Unweighted N=	544	-2	1079	1079
Q7a. Overall ease of contacting the company				
- Percent rating 6 or Higher	80%	-4%	81%	81%
- Average Rating	7.84	-0.14	7.88	7.88
Q7b. Ease of finding the right person to help with your request				
- Percent rating 6 or Higher	79%	-5%	81%	81%
- Average Rating	7.84	-0.22	7.91	7.91
Q7c. Convenience of telephone center's hours of operation				
- Percent rating 6 or Higher	87%	-3%	88%	88%
- Average Rating	8.34	-0.11	8.39	8.39
Q7D. Amount of time spent waiting to speak with a customer service rep				
- Percent rating 6 or Higher	76%	-1%	76%	76%
- Average Rating	7.30	-0.19	7.37	7.37
PHONE REP PERFORMANCE				
Unweighted N=	550	3	1086	1086
Q8a. Overall performance of the phone rep				
- Percent rating 6 or Higher	92%	-1%	92%	92%
- Average Rating	8.85	-0.12	8.89	8.89
Q8b. Being pleasant and courteous				
- Percent rating 6 or Higher	95%	-1%	95%	95%
- Average Rating	9.14	-0.11	9.18	9.18

	Current Quarter -----	Change from Previous -----	Year-to- Date -----	12-Month Rolling Average -----
Unweighted N=	653	11	1283	1283
Q8c. Treating you as a respected customer				
- Percent rating 6 or Higher	95%	1%	94%	94%
- Average Rating	9.07	-0.02	9.08	9.08
Q8d. Showing interest and concern for your situation				
- Percent rating 6 or Higher	92%	0%	92%	92%
- Average Rating	8.80	-0.07	8.82	8.82
Q8e. Displaying skill and knowledge in their job				
- Percent rating 6 or Higher	92%	0%	92%	92%
- Average Rating	8.88	-0.01	8.88	8.88
Q8f. Adequately answering all your questions				
- Percent rating 6 or Higher	92%	-2%	92%	92%
- Average Rating	8.82	-0.18	8.88	8.88
Q8g. Acting in a professional manner				
- Percent rating 6 or Higher	95%	0%	95%	95%
- Average Rating	9.10	-0.09	9.13	9.13
Q8h. Fully understanding the purpose of your call and situation				
- Percent rating 6 or Higher	93%	1%	92%	92%
- Average Rating	8.92	-	8.91	8.91
Q8i. Having the necessary authority to make decisions to fulfill your request				
- Percent rating 6 or Higher	90%	-1%	91%	91%
- Average Rating	8.66	-0.12	8.71	8.71
Q8j. Taking care of your request quickly and efficiently				
- Percent rating 6 or Higher	89%	-2%	90%	90%
- Average Rating	8.64	-0.22	8.73	8.73
Q9. Did telephone rep confirm your satisfaction before ending the call?				
- YES	76%	-1%	76%	76%
- NO	13%	4%	11%	11%
- Don't remember	12%	-2%	13%	13%

	Current Quarter -----	Change from Previous -----	Year-to- Date -----	12-Month Rolling Average -----
Unweighted N=	653	11	1283	1283
Q9B. How many different calls did you have to make before completing your business with the call center?				
- One call only	49%	-15%	55%	55%
- Two or more calls	51%	15%	45%	45%
- Average	2.52	0.65	2.27	2.27
PHONE CENTER COMPARED TO OTHER LOCAL UTILITIES				
Q10a. Have you had the opportunity to contact the telephone service center of a different local utility?				
- Yes	28%	-3%	29%	29%
- No	72%	3%	71%	71%
Q10b. Which one did you contact most recently?				
Unweighted N=	148	-16	307	307
- Cable television	44%	-12%	48%	48%
- Telephone company	21%	-1%	22%	22%
- Electric company	28%	14%	23%	23%
- Water company	4%	-2%	5%	5%
- Other	3%	1%	2%	2%
Q10c. NiSource versus Competing Utility Phone Service				
- NiSource a lot better	27%	-1%	27%	27%
- NiSource somewhat better	19%	4%	17%	17%
- About the same	34%	-7%	37%	37%
- Other utility somewhat better	9%	4%	8%	8%
- Other utility a lot better	11%	0%	11%	11%
SERVICE VISIT SCHEDULING				
Unweighted N=	517	11	1011	1011
Q11a. Were you at the location when service was performed?				
- Yes	85%	-2%	86%	86%
- No	15%	2%	14%	14%
Q11ba. Company's willingness to schedule work to fit your needs				
- Percent rating 6 or Higher	87%	-3%	88%	88%
- Average Rating	8.58	-0.22	8.67	8.67

	Current Quarter -----	Change from Previous -----	Year-to- Date -----	12-Month Rolling Average -----
Unweighted N=	653	11	1283	1283
Q11bb. Phone rep telling you when the work would be performed				
- Percent rating 6 or Higher	89%	-2%	89%	89%
- Average Rating	8.56	-0.30	8.68	8.68
Q11bc. Field rep/work crew arriving on time				
- Percent rating 6 or Higher	88%	-5%	91%	91%
- Average Rating	8.71	-0.38	8.87	8.87
Q11bd. Total amount of time from first phone contact until service was completed				
- Percent rating 6 or Higher	85%	-4%	87%	87%
- Average Rating	8.30	-0.33	8.44	8.44
FIELD REP/WORK CREW PERFORMANCE				
Unweighted N=	517	11	1011	1011
Q12a. Overall performance of field rep/work crew				
- Percent rating 6 or Higher	94%	-1%	95%	95%
- Average Rating	9.21	-0.10	9.26	9.26
Q12b. Being pleasant and courteous				
- Percent rating 6 or Higher	96%	-3%	97%	97%
- Average Rating	9.30	-0.29	9.43	9.43
Q12c. Displaying skill and knowledge in their job				
- Percent rating 6 or Higher	95%	-1%	96%	96%
- Average Rating	9.28	-0.11	9.33	9.33
Q12d. Taking the time to explain the work being performed				
- Percent rating 6 or Higher	92%	-2%	93%	93%
- Average Rating	9.04	-0.24	9.14	9.14
Q12e. Adequately answering all your questions				
- Percent rating 6 or Higher	95%	-1%	96%	96%
- Average Rating	9.22	-0.20	9.31	9.31
Q12f. Being informed about your specific request				
- Percent rating 6 or Higher	95%	-1%	95%	95%
- Average Rating	9.16	-0.23	9.24	9.24

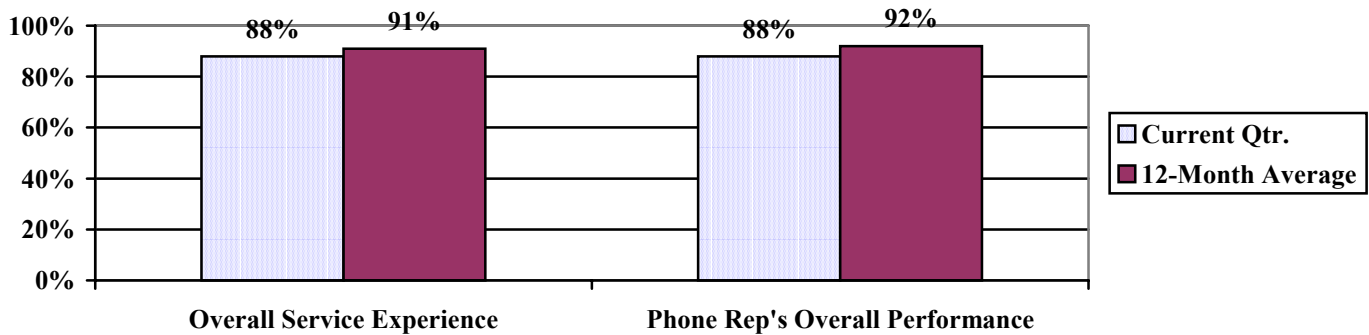
	Current Quarter -----	Change from Previous -----	Year-to- Date -----	12-Month Rolling Average -----
Unweighted N=	653	11	1283	1283
Q12g. Performing work quickly and efficiently				
- Percent rating 6 or Higher	94%	-3%	95%	95%
- Average Rating	9.21	-0.25	9.32	9.32
Q13. Did field rep or work crew clean up the work area and leave it neat and safe?				
- Yes	97%	-1%	97%	97%
- No	3%	1%	3%	3%
Q14. Did field rep/work crew confirm satisfaction with service before leaving?				
- Yes	82%	-2%	83%	83%
- No	13%	4%	11%	11%
- Don't remember	4%	-2%	5%	5%
Q15. Was service request satisfied in the first visit?				
- Yes	81%	-6%	83%	83%
- No	19%	6%	17%	17%
FIELD REP/WORK CREW COMPARED TO OTHER LOCAL UTILITIES				
Q16a. Have you had any service work performed at your home by the work crew of a different local utility?				
- Yes	11%	0%	11%	11%
- No	89%	0%	89%	89%
Q16b. Which one performed work at your home most recently?				
Unweighted N=	55	-7	113	113
- Cable television	50%	-8%	52%	52%
- Telephone company	32%	7%	30%	30%
- Electric company	10%	3%	8%	8%
- Water company	7%	0%	7%	7%
- Other	2%	-2%	3%	3%
Q16c. NiSource versus Competing Utility Work Crew Service				
- NiSource a lot better	15%	5%	13%	13%
- NiSource somewhat better	5%	-16%	11%	11%
- About the same	58%	13%	54%	54%
- Other utility somewhat better	6%	0%	6%	6%
- Other utility a lot better	15%	-3%	16%	16%

	Current Quarter -----	Change from Previous -----	Year-to- Date -----	12-Month Rolling Average -----
Unweighted N=	653	11	1283	1283
OVERALL EVALUATION				
Q17. How did the service you received compare to your expectations?				
- Exceeded expectations	24%	1%	24%	24%
- Met expectations	62%	-5%	64%	64%
- Did not meet expectations	14%	5%	12%	12%
Q18. How did service received compare to what you would expect to receive from a world-class service provider?				
- Better than	34%	-1%	34%	34%
- Equal to	52%	-3%	54%	54%
- Not as good	14%	4%	12%	12%

-- Springfield, MA Contact Center --

Primary Measures of Service Quality


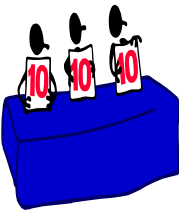

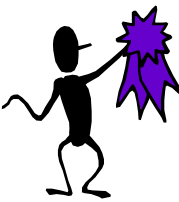
(Percent Rating "6" or Higher on Ten-Point Scale)



Key Drivers of Satisfaction with Overall Service Experience

	Springfield Contact Center		Comparison to NiSource Average	
	Current Qtr.	12-Month Average	Current Qtr.	12-Month Average
Time from first contact until service was completed	84%	90%	2%	5%
Phone rep taking care of request quickly and efficiently	88%	92%	3%	4%
Work crew adequately answering your questions	96%	97%	3%	2%
Convenience of phone center hours of operation	88%	89%	7%	5%
Service request satisfied during first visit (% "Yes")	86%	90%	-4%	1%

Percentage of Customers Rating "6" or Higher on Ten-Point Scale (unless otherwise noted)

 <p>Meeting/Exceeding Customer Expectations</p> <table> <tr> <td><u>Current Qtr.</u></td> <td><u>12-Month Average</u></td> </tr> <tr> <td>89%</td> <td>93%</td> </tr> </table>	<u>Current Qtr.</u>	<u>12-Month Average</u>	89%	93%	 <p>Overall Satisfaction with Automated Phone System</p> <table> <tr> <td><u>Current Qtr.</u></td> <td><u>12-Month Average</u></td> </tr> <tr> <td>60%</td> <td>67%</td> </tr> </table>	<u>Current Qtr.</u>	<u>12-Month Average</u>	60%	67%
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57%	63%								
<u>Current Qtr.</u>	<u>12-Month Average</u>								
75%	78%								

Springfield, MA Contact Center Results
Fourth Quarter 2002

	Current Quarter -----	Change from Previous -----	Year-to- Date -----	12-Month Rolling Average -----
Unweighted N=	643	29	2512	2512
Q1. Overall Impression of Company				
- Percent rating 6 or Higher	88%	-5%	91%	91%
- Average Rating	8.22	-0.37	8.38	8.38
Q2a. Overall Satisfaction with Recent Service Experience				
- Percent rating 6 or Higher	88%	-6%	91%	91%
- Average Rating	8.62	-0.49	8.83	8.83
Q3. Was service all handled entirely through automated telephone system?				
- Yes	3%	1%	2%	2%
- No	97%	-1%	98%	98%
Q4. Overall Satisfaction with Automated Telephone System				
- Percent rating 6 or Higher	60%	-4%	67%	67%
- Average Rating	6.31	-0.38	6.80	6.80
Q5a. Overall ease of using automated phone system				
- Percent rating 6 or Higher	70%	0%	73%	73%
- Average Rating	6.92	-0.14	7.22	7.22
Q5b. Variety of services and information offered				
- Percent rating 6 or Higher	70%	-7%	76%	76%
- Average Rating	7.11	-0.55	7.53	7.53
Q5c. Ease of understanding different menu options and directions				
- Percent rating 6 or Higher	79%	0%	81%	81%
- Average Rating	7.58	-	7.75	7.75
Q5d. The amount of time it took to get to desired menu option				
- Percent rating 6 or Higher	63%	-5%	67%	67%
- Average Rating	6.39	-0.45	6.79	6.79
Q5e. The clarity of the sound and message voice				
- Percent rating 6 or Higher	85%	1%	88%	88%
- Average Rating	8.28	0.09	8.44	8.44
Q5f. Amount of time it took to complete transaction (Base--Respondents who completed transaction entirely through automated phone system)				
- Percent rating 6 or Higher	65%	-2%	67%	67%
- Average Rating	6.53	0.36	6.63	6.63

Springfield, MA Contact Center Results
Fourth Quarter 2002

	Current Quarter -----	Change from Previous -----	Year-to- Date -----	12-Month Rolling Average -----
Unweighted N=	643	29	2512	2512
Q6. Automated Power Outage Reporting System (%Yes)				
Unweighted N=	-	-	-	-
B. Given an estimate of how long it would take to restore electricity?	0%	0%	0%	0%
C. Was electricity back on within the time estimated?	0%	0%	0%	0%
D. Did NIPSCO call to confirm electricity was back on?	0%	0%	0%	0%
E. Overall, was the information you received about the outage useful to you?	0%	0%	0%	0%
CONTACTING THE COMPANY				
Unweighted N=	429	94	1515	1515
Q7a. Overall ease of contacting the company				
- Percent rating 6 or Higher	82%	-2%	83%	83%
- Average Rating	7.94	-0.15	8.07	8.07
Q7b. Ease of finding the right person to help with your request				
- Percent rating 6 or Higher	80%	-5%	83%	83%
- Average Rating	7.86	-0.35	8.10	8.10
Q7c. Convenience of telephone center's hours of operation				
- Percent rating 6 or Higher	88%	-2%	89%	89%
- Average Rating	8.43	-0.16	8.50	8.50
Q7D. Amount of time spent waiting to speak with a customer service rep				
- Percent rating 6 or Higher	76%	0%	78%	78%
- Average Rating	7.19	-0.22	7.43	7.43
PHONE REP PERFORMANCE				
Unweighted N=	429	92	1525	1525
Q8a. Overall performance of the phone rep				
- Percent rating 6 or Higher	88%	-7%	92%	92%
- Average Rating	8.64	-0.54	8.94	8.94
Q8b. Being pleasant and courteous				
- Percent rating 6 or Higher	92%	-4%	95%	95%
- Average Rating	8.95	-0.41	9.20	9.20

Springfield, MA Contact Center Results
Fourth Quarter 2002

	Current Quarter -----	Change from Previous -----	Year-to- Date -----	12-Month Rolling Average -----
Unweighted N=	643	29	2512	2512
Q8c. Treating you as a respected customer				
- Percent rating 6 or Higher	92%	-5%	95%	95%
- Average Rating	8.88	-0.46	9.12	9.12
Q8d. Showing interest and concern for your situation				
- Percent rating 6 or Higher	88%	-7%	91%	91%
- Average Rating	8.51	-0.56	8.83	8.83
Q8e. Displaying skill and knowledge in their job				
- Percent rating 6 or Higher	90%	-7%	93%	93%
- Average Rating	8.73	-0.46	8.95	8.95
Q8f. Adequately answering all your questions				
- Percent rating 6 or Higher	87%	-8%	91%	91%
- Average Rating	8.57	-0.61	8.91	8.91
Q8g. Acting in a professional manner				
- Percent rating 6 or Higher	92%	-4%	95%	95%
- Average Rating	8.96	-0.37	9.19	9.19
Q8h. Fully understanding the purpose of your call and situation				
- Percent rating 6 or Higher	89%	-7%	93%	93%
- Average Rating	8.77	-0.46	9.00	9.00
Q8i. Having the necessary authority to make decisions to fulfill your request				
- Percent rating 6 or Higher	89%	-7%	92%	92%
- Average Rating	8.61	-0.51	8.87	8.87
Q8j. Taking care of your request quickly and efficiently				
- Percent rating 6 or Higher	88%	-7%	92%	92%
- Average Rating	8.57	-0.52	8.89	8.89
Q9. Did telephone rep confirm your satisfaction before ending the call?				
- YES	81%	0%	81%	81%
- NO	11%	2%	9%	9%
- Don't remember	8%	-2%	10%	10%

Springfield, MA Contact Center Results
Fourth Quarter 2002

	Current Quarter -----	Change from Previous -----	Year-to- Date -----	12-Month Rolling Average -----
Unweighted N=	643	29	2512	2512
Q9B. How many different calls did you have to make before completing your business with the call center?				
- One call only	57%	-11%	63%	63%
- Two or more calls	43%	11%	37%	37%
- Average	2.24	0.65	1.97	1.97
PHONE CENTER COMPARED TO OTHER LOCAL UTILITIES				
Q10a. Have you had the opportunity to contact the telephone service center of a different local utility?				
- Yes	27%	4%	23%	23%
- No	73%	-4%	77%	77%
Q10b. Which one did you contact most recently?				
Unweighted N=	119	26	381	381
- Cable television	57%	4%	51%	51%
- Telephone company	19%	-10%	26%	26%
- Electric company	13%	0%	16%	16%
- Water company	8%	4%	5%	5%
- Other	2%	1%	1%	1%
Q10c. NiSource versus Competing Utility Phone Service				
- NiSource a lot better	21%	4%	18%	18%
- NiSource somewhat better	15%	-11%	19%	19%
- About the same	40%	-3%	41%	41%
- Other utility somewhat better	7%	-3%	8%	8%
- Other utility a lot better	18%	13%	13%	13%
SERVICE VISIT SCHEDULING				
Unweighted N=	510	29	2018	2018
Q11a. Were you at the location when service was performed?				
- Yes	88%	-3%	89%	89%
- No	12%	3%	11%	11%
Q11ba. Company's willingness to schedule work to fit your needs				
- Percent rating 6 or Higher	90%	-5%	94%	94%
- Average Rating	8.74	-0.37	8.97	8.97

Springfield, MA Contact Center Results
Fourth Quarter 2002

	Current Quarter -----	Change from Previous -----	Year-to- Date -----	12-Month Rolling Average -----
Unweighted N=	643	29	2512	2512
Q11bb. Phone rep telling you when the work would be performed				
- Percent rating 6 or Higher	89%	-5%	92%	92%
- Average Rating	8.65	-0.47	8.89	8.89
Q11bc. Field rep/work crew arriving on time				
- Percent rating 6 or Higher	91%	-4%	93%	93%
- Average Rating	9.01	-0.36	9.19	9.19
Q11bd. Total amount of time from first phone contact until service was completed				
- Percent rating 6 or Higher	84%	-10%	90%	90%
- Average Rating	8.22	-0.78	8.70	8.70
FIELD REP/WORK CREW PERFORMANCE				
Unweighted N=	510	29	2018	2018
Q12a. Overall performance of field rep/work crew				
- Percent rating 6 or Higher	96%	-2%	97%	97%
- Average Rating	9.35	-0.13	9.42	9.42
Q12b. Being pleasant and courteous				
- Percent rating 6 or Higher	97%	-2%	98%	98%
- Average Rating	9.60	-	9.62	9.62
Q12c. Displaying skill and knowledge in their job				
- Percent rating 6 or Higher	96%	-2%	97%	97%
- Average Rating	9.45	-0.05	9.47	9.47
Q12d. Taking the time to explain the work being performed				
- Percent rating 6 or Higher	95%	-2%	95%	95%
- Average Rating	9.35	0.08	9.32	9.32
Q12e. Adequately answering all your questions				
- Percent rating 6 or Higher	96%	-2%	97%	97%
- Average Rating	9.46	-0.01	9.44	9.44
Q12f. Being informed about your specific request				
- Percent rating 6 or Higher	95%	-3%	96%	96%
- Average Rating	9.30	-0.22	9.38	9.38

Springfield, MA Contact Center Results
Fourth Quarter 2002

	Current Quarter -----	Change from Previous -----	Year-to- Date -----	12-Month Rolling Average -----
Unweighted N=	643	29	2512	2512
Q12g. Performing work quickly and efficiently				
- Percent rating 6 or Higher	96%	-2%	97%	97%
- Average Rating	9.43	-0.10	9.49	9.49
Q13. Did field rep or work crew clean up the work area and leave it neat and safe?				
- Yes	98%	0%	97%	97%
- No	2%	0%	3%	3%
Q14. Did field rep/work crew confirm satisfaction with service before leaving?				
- Yes	84%	-1%	84%	84%
- No	11%	0%	11%	11%
- Don't remember	5%	0%	5%	5%
Q15. Was service request satisfied in the first visit?				
- Yes	86%	-7%	89%	89%
- No	14%	7%	11%	11%
FIELD REP/WORK CREW COMPARED TO OTHER LOCAL UTILITIES				
Q16a. Have you had any service work performed at your home by the work crew of a different local utility?				
- Yes	8%	-7%	11%	11%
- No	92%	7%	89%	89%
Q16b. Which one performed work at your home most recently?				
Unweighted N=	40	-33	216	216
- Cable television	61%	12%	58%	58%
- Telephone company	19%	-2%	16%	16%
- Electric company	13%	1%	14%	14%
- Water company	7%	-5%	9%	9%
- Other	0%	-6%	3%	3%
Q16c. NiSource versus Competing Utility Work Crew Service				
- NiSource a lot better	13%	1%	11%	11%
- NiSource somewhat better	21%	12%	16%	16%
- About the same	51%	-17%	59%	59%
- Other utility somewhat better	10%	5%	6%	6%
- Other utility a lot better	6%	-1%	8%	8%

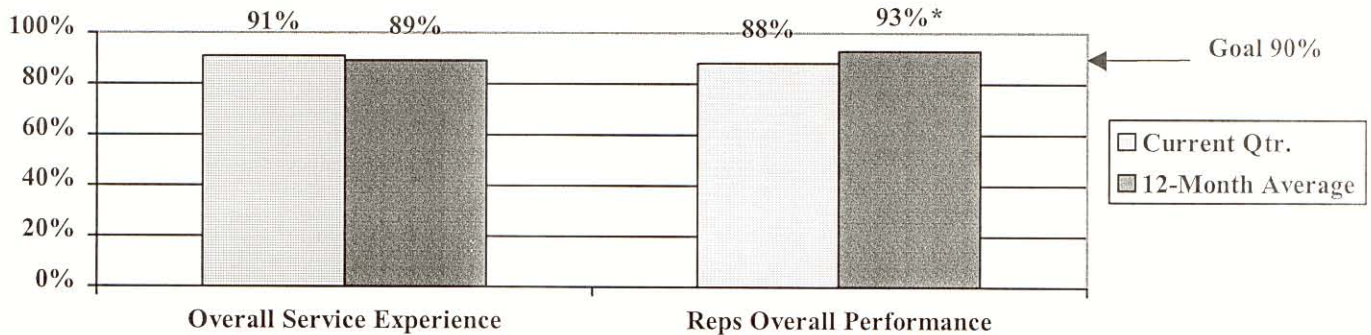
Springfield, MA Contact Center Results
Fourth Quarter 2002

	Current Quarter -----	Change from Previous -----	Year-to- Date -----	12-Month Rolling Average -----
Unweighted N=	643	29	2512	2512
OVERALL EVALUATION				
Q17. How did the service you received compare to your expectations?				
- Exceeded expectations	27%	2%	26%	26%
- Met expectations	62%	-8%	67%	67%
- Did not meet expectations	11%	6%	7%	7%
Q18. How did service received compare to what you would expect to receive from a world-class service provider?				
- Better than	39%	6%	37%	37%
- Equal to	50%	-12%	55%	55%
- Not as good	12%	7%	8%	8%

-- Springfield CCC --

Primary Measures of Service Quality


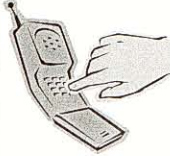


(Percent Rating "6" or Higher on Ten-Point Scale)



Key Drivers of Satisfaction with Phone Representative

	Springfield CCC		Change	
	Current Qtr.	12-Month Average	Previous Qtr.	12-Month Average
Phone rep being courteous and professional	93%	94%	-1%	-1%
Phone rep taking care of request quickly and efficiently	88%	91%	-2%	-3%
Phone rep displaying knowledge in their job	90%	90%	-3%	0%
Phone rep having necessary authority to make decisions	88%	90%	-2%	-2%
Phone rep fully understanding purpose of call and situation	92%	92%	-1%	-1%

Percentage of Customers Rating "6" or Higher on Ten-Point Scale (unless otherwise noted)

 <p>Phone Rep Being Courteous and Professional</p> <table> <tr> <th>Current Qtr.</th> <th>12-Month Average</th> </tr> <tr> <td>93%</td> <td>94%</td> </tr> </table>	Current Qtr.	12-Month Average	93%	94%	 <p>Overall Satisfaction with Automated Telephone System</p> <table> <tr> <th>Current Qtr.</th> <th>12-Month Average</th> </tr> <tr> <td>74%</td> <td>67%*</td> </tr> </table>	Current Qtr.	12-Month Average	74%	67%*
Current Qtr.	12-Month Average								
93%	94%								
Current Qtr.	12-Month Average								
74%	67%*								
 <p>Percentage of Cases Resolved with One Call</p> <table> <tr> <th>Current Qtr.</th> <th>12-Month Average</th> </tr> <tr> <td>59%</td> <td>62%</td> </tr> </table>	Current Qtr.	12-Month Average	59%	62%	 <p>Percent Rating Phone Service as Better than or Same as Peer Utilities</p> <table> <tr> <th>Current Qtr.</th> <th>12-Month Average</th> </tr> <tr> <td>79%</td> <td>75%</td> </tr> </table>	Current Qtr.	12-Month Average	79%	75%
Current Qtr.	12-Month Average								
59%	62%								
Current Qtr.	12-Month Average								
79%	75%								

* Indicates a statistically significant difference from current quarter at 95% confidence level.

Overall Satisfaction with Phone Rep by Transaction Type

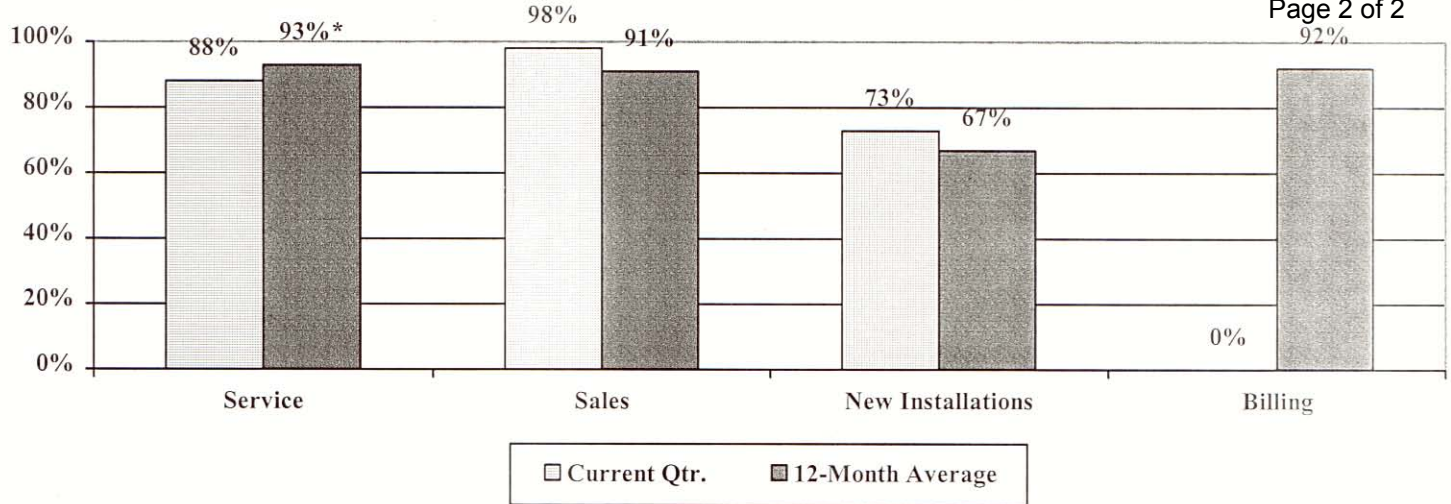
(Percent Rating "6" or Higher on Ten-Point Scale)

Bay State Gas Company

D.T.E. 05-27

Attachment USWA-2-19 (d)

Page 2 of 2



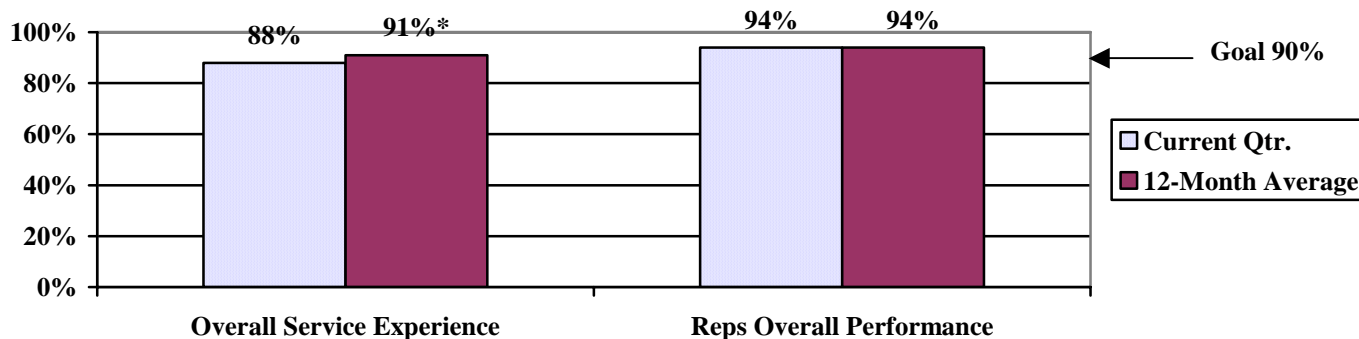
Customer Service Tracking Study Report

4th Quarter 2004

-- Springfield CCC --

Primary Measures of Service Quality





(Percent Rating "6" or Higher on Ten-Point Scale)



Key Drivers of Satisfaction with Phone Representative

	Springfield CCC		Change	
	Current Qtr.	12-Month Average	Previous Qtr.	12-Month Average
Phone rep treating you as a respected customer	95%	96%	0%	0%
Phone rep displaying knowledge in their job	92%	94%	-3%	-2%
Phone rep adequately answering questions	93%	94%	-2%	-1%
Phone rep fully understanding purpose of call and situation	94%	94%	+1%	-1%
Phone rep taking care of request quickly and efficiently	92%	93%	-1%	-1%
Phone rep being courteous and professional	96%	96%	0%	0%

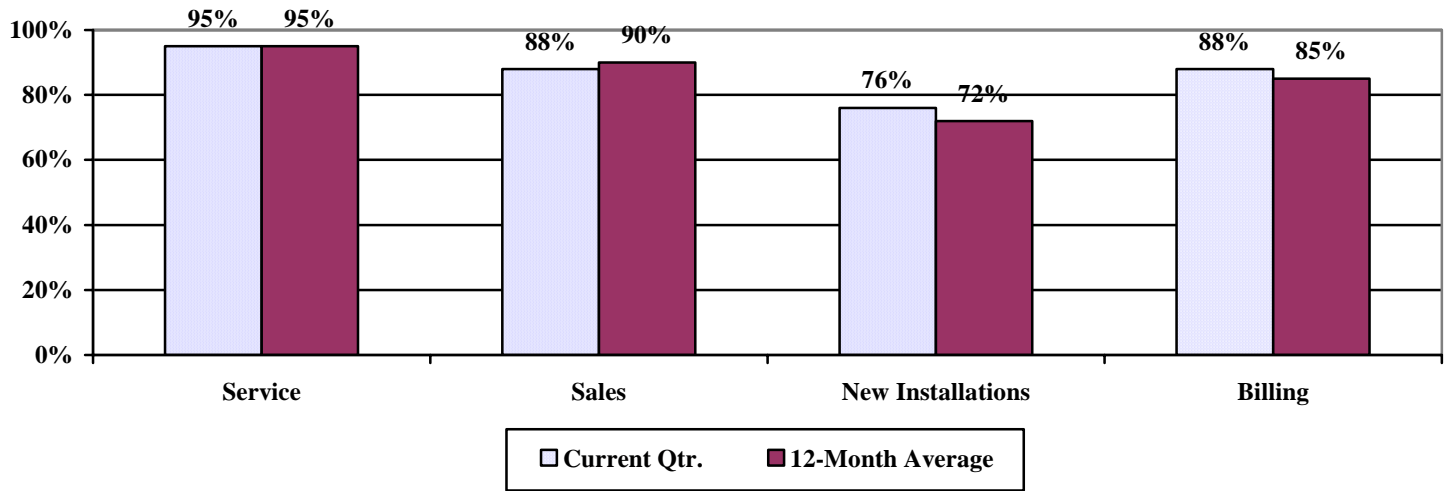
Percentage of Customers Rating "6" or Higher on Ten-Point Scale (unless otherwise noted)

 <p>Phone Rep Being Courteous and Professional</p> <table> <tr> <th>Current Qtr.</th> <th>12-Month Average</th> </tr> <tr> <td>96%</td> <td>96%</td> </tr> </table>	Current Qtr.	12-Month Average	96%	96%	 <p>Overall Satisfaction with Automated Telephone System</p> <table> <tr> <th>Current Qtr.</th> <th>12-Month Average</th> </tr> <tr> <td>67%</td> <td>68%</td> </tr> </table>	Current Qtr.	12-Month Average	67%	68%
Current Qtr.	12-Month Average								
96%	96%								
Current Qtr.	12-Month Average								
67%	68%								
 <p>Percentage of Cases Resolved with One Call</p> <table> <tr> <th>Current Qtr.</th> <th>12-Month Average</th> </tr> <tr> <td>73%</td> <td>73%</td> </tr> </table>	Current Qtr.	12-Month Average	73%	73%	 <p>Percent Rating Phone Service as Better than or Same as Peer Utilities</p> <table> <tr> <th>Current Qtr.</th> <th>12-Month Average</th> </tr> <tr> <td>81%</td> <td>82%</td> </tr> </table>	Current Qtr.	12-Month Average	81%	82%
Current Qtr.	12-Month Average								
73%	73%								
Current Qtr.	12-Month Average								
81%	82%								

* Indicates a statistically significant difference from current quarter at 95% confidence level.

Overall Satisfaction with Phone Rep by Transaction Type

(Percent Rating "6" or Higher on Ten-Point Scale)



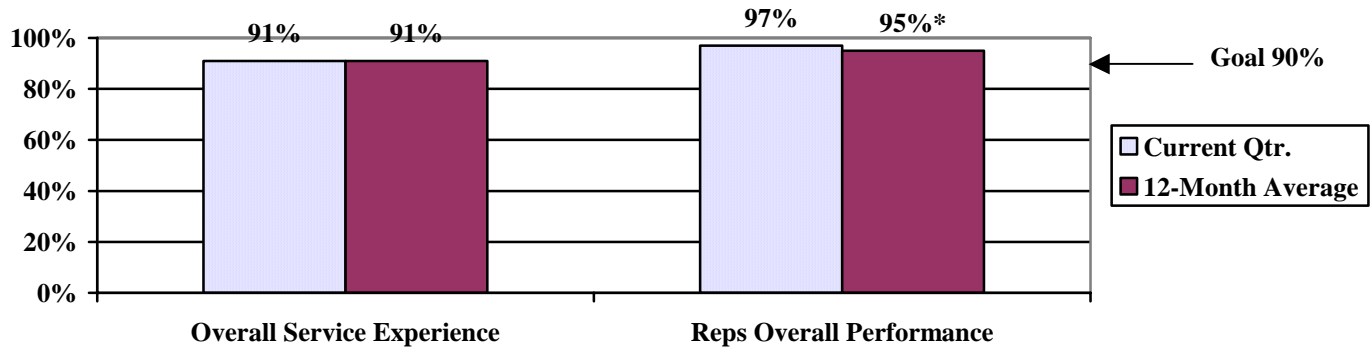
* Indicates a statistically significant difference from current quarter at 95% confidence level.

Customer Service Tracking Study Report

1st Quarter 2005





-- Springfield CCC --**Primary Measures of Service Quality**

(Percent Rating "6" or Higher on Ten-Point Scale)

**Key Drivers of Satisfaction with Phone Representative**

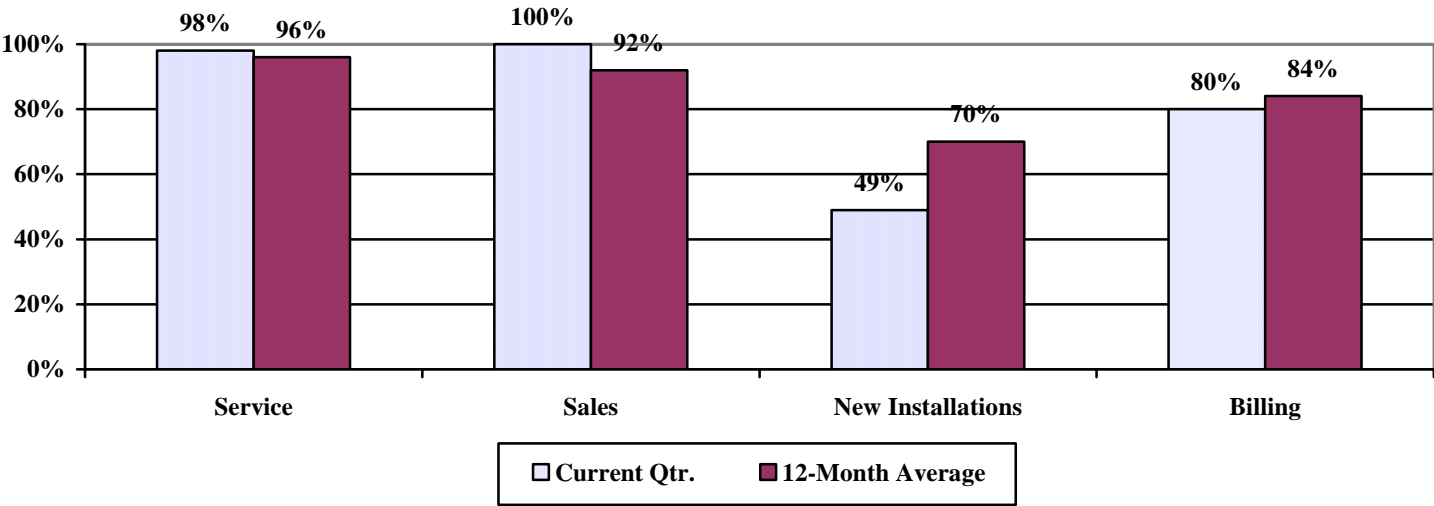
	Springfield CCC		Change	
	Current Qtr.	12-Month Average	Previous Qtr.	12-Month Average
Phone rep treating you as a respected customer	96%	96%	+1%	0%
Phone rep displaying knowledge in their job	96%*	95%	+4%	+2%
Phone rep adequately answering questions	96%*	95%	+4%	+2%
Phone rep fully understanding purpose of call and situation	96%	94%	+2%	+1%
Phone rep taking care of request quickly and efficiently	95%	93%	+3%	+1%
Phone rep being courteous and professional	98%	96%	+2%	+1%

Percentage of Customers Rating "6" or Higher on Ten-Point Scale (unless otherwise noted)

 <p>Phone Rep Being Courteous and Professional</p> <table> <tr> <th>Current Qtr.</th> <th>12-Month Average</th> </tr> <tr> <td>98%</td> <td>96%</td> </tr> </table>	Current Qtr.	12-Month Average	98%	96%	 <p>Overall Satisfaction with Automated Telephone System</p> <table> <tr> <th>Current Qtr.</th> <th>12-Month Average</th> </tr> <tr> <td>78%</td> <td>69%*</td> </tr> </table>	Current Qtr.	12-Month Average	78%	69%*
Current Qtr.	12-Month Average								
98%	96%								
Current Qtr.	12-Month Average								
78%	69%*								
 <p>Percentage of Cases Resolved with One Call</p> <table> <tr> <th>Current Qtr.</th> <th>12-Month Average</th> </tr> <tr> <td>68%</td> <td>72%</td> </tr> </table>	Current Qtr.	12-Month Average	68%	72%	 <p>Percent Rating Phone Service as Better than or Same as Peer Utilities</p> <table> <tr> <th>Current Qtr.</th> <th>12-Month Average</th> </tr> <tr> <td>87%</td> <td>83%</td> </tr> </table>	Current Qtr.	12-Month Average	87%	83%
Current Qtr.	12-Month Average								
68%	72%								
Current Qtr.	12-Month Average								
87%	83%								

* Indicates a statistically significant difference from current quarter at 95% confidence level.

Overall Satisfaction with Phone Rep by Transaction Type
(Percent Rating "6" or Higher on Ten-Point Scale)

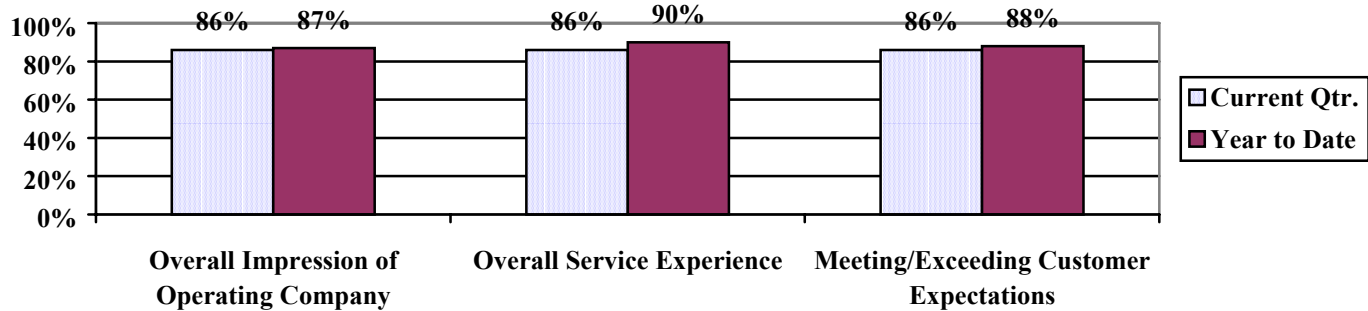


* Indicates a statistically significant difference from current quarter at 95% confidence level.

-- Bay State Gas --

Primary Measures of Service Quality

(Percent Rating "6" or Higher on Ten-Point Scale)



- ❖ During the past quarter of interviewing, 86% of BSG customers gave a rating of "6" or higher on a ten-point scale when asked about their overall impression of Bay State Gas and when evaluating their overall service experience. A similar percentage said their recent service experience met or exceeded their expectations. For the 2001 calendar year, 90% of all BSG customers rated their evaluation of the overall service experience a "6" or higher on a ten-point scale.

Key Drivers of Satisfaction with Overall Service Experience

	Bay State Gas		Comparison to NiSource Average	
	Current Qtr.	Year to Date	Current Qtr.	Year to Date
Time from first contact until service was completed	85%	87%	--	+2%
Phone rep taking care of request quickly and efficiently	89%	90%	+1%	+1%
Work crew adequately answering your questions	95%	96%	--	--
Convenience of phone center hours of operation	87%	88%	+2%	+3%
Service request satisfied during first visit (% "Yes")	80%	83%	-8%	-6%

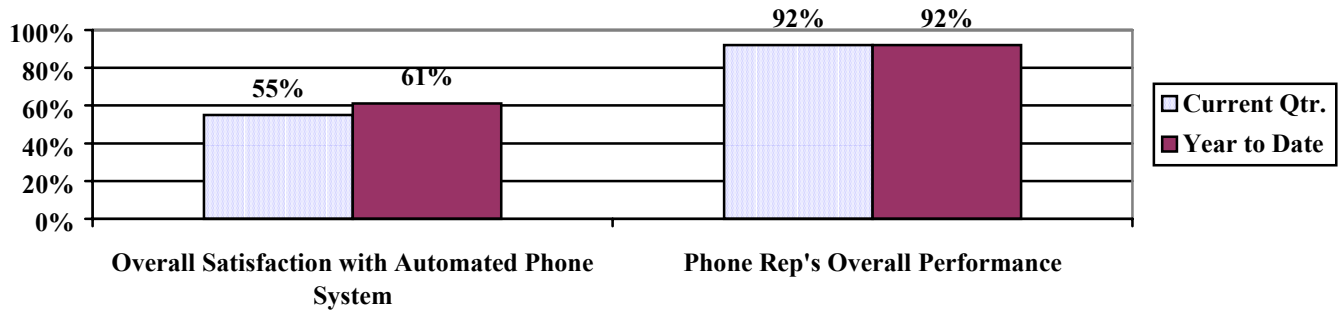
Percentage of Customers Rating "6" or Higher on Ten-Point Scale (unless otherwise noted)

- ❖ The key drivers of satisfaction with the overall service experience are shown on the table above. A regression analysis showed that customer perception of the total elapsed time between the initial contact and service completion is the primary driver of satisfaction. More than eight out of ten BSG customers gave a satisfactory rating in this area for the current quarter (85%).
- ❖ Compared to the NiSource corporate average, BSG customers are somewhat less likely to report their service request was satisfied during the first visit (about eight percentage points below the corporate average).

Overall Satisfaction with Telephone Service

(Percent Rating "6" or Higher on Ten-Point Scale)

Bay State Gas Company
D.T.E. 05-27
Attachment USWA-2-19 (g)
Page 2 of 10



- ❖ For the current quarter, only 55% of BSG customers gave a rating of "6" or higher when asked about their satisfaction with the automated telephone system, driving the 2001 average down to 61% for the year. In comparison, 92% of customers gave a similar rating when asked about the performance of the telephone representative they contacted.

Automated Telephone System/Access to Reps

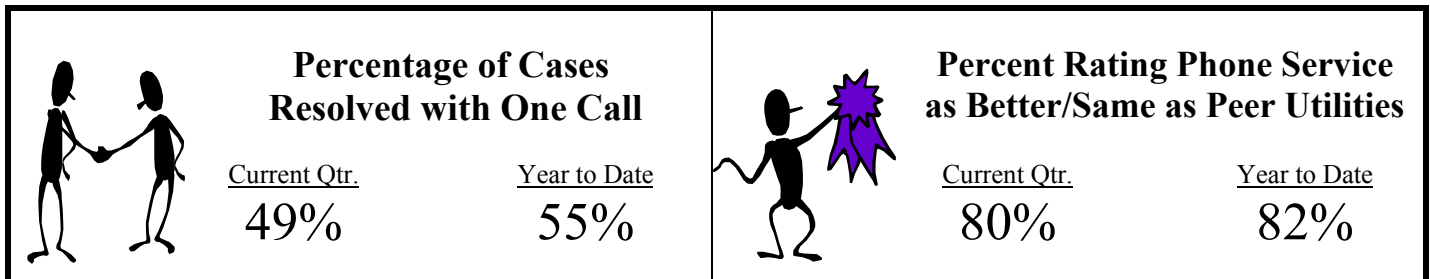
	Current Qtr.	Comparison to NiSource Average
Overall ease of using system	70%	-2%
Variety of services and information offered	76%	+1%
Ease of understanding menu options and directions	75%	-3%
Amount of time took to get to desired menu option	63%	+2%
The clarity of sound and message voice	86%	-2%
Time to complete automated transaction	63%	+3%
Overall ease of contacting company	80%	+6%
Ease of finding the right person	79%	--
Convenience of phone center hours	87%	+2%
Amount of time spent waiting	76%	+11%

* Percent rating "6" or higher on ten-point scale

Telephone Rep Service

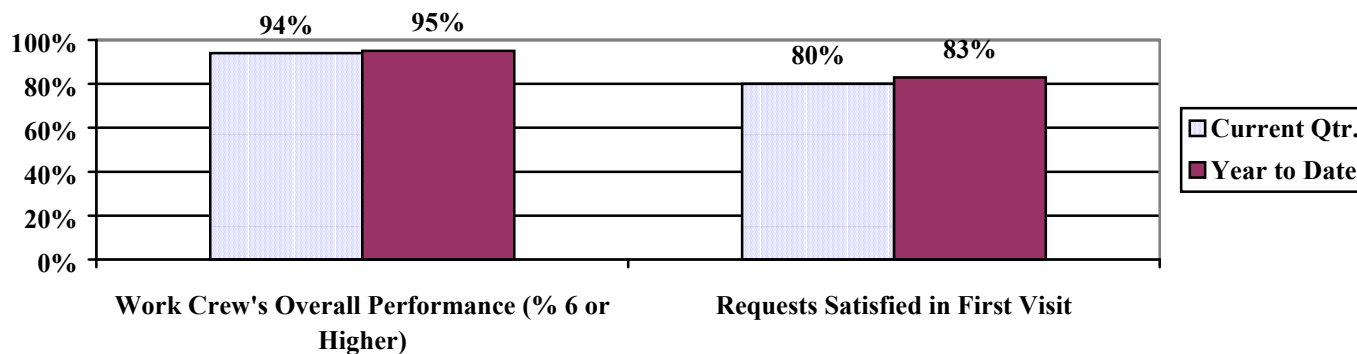
	Current Qtr.	Comparison to NiSource Average
Being pleasant and courteous	95%	+3%
Treating you as respected customer	95%	+4%
Showing interest and concern	92%	+6%
Displaying skill and knowledge	92%	+3%
Adequately answering questions	92%	+4%
Acting in a professional manner	95%	+3%
Understanding purpose of call	93%	+4%
Having authority to make decisions	90%	+3%
Handling request quickly/efficiently	89%	+1%

- ❖ Although 86% of BSG customers gave a satisfactory rating to the clarity of sound and message voice, only 63% gave a satisfactory rating to the amount of time it took to get to their desired menu option.
- ❖ High percentages of BSG customers gave satisfactory ratings to all aspects of the performance of the telephone representatives.



- ❖ For the current quarter, fewer than half of all BSG customers (49%) reported their request required only one call to the contact center. Among customers who had similar contact with the telephone center of a peer utility, 80% described the service received from BSG as being equivalent or better.

Satisfaction with Service Visit



- ❖ When the service request required a visit from a work crew, 94% of BSG customers gave a satisfactory rating to the overall performance of the work crew. Somewhat fewer (80%) reported that only one visit by the work crew was required to satisfy the request.

Scheduling Service Visit

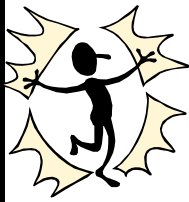

	Current Qtr.	Comparison to NiSource Average
Scheduling to meet customer needs	87%	-1%
Telling you when work would take place	89%	--
Work crew arriving on time	88%	-2%

Work Crew Performance

	Current Qtr.	Comparison to NiSource Average
Being pleasant and courteous	96%	-1%
Displaying skill and knowledge	95%	--
Taking time to explain work	92%	-1%
Adequately answering questions	95%	--
Being informed about your request	95%	--
Performing work quickly and efficiently	94%	-1%

* Percent rating "6" or higher on ten-point scale

- ❖ About nine out of ten BSG customers gave satisfactory ratings to the scheduling of their service visit. Similarly high percentages of customers gave satisfactory ratings to all aspects of the work crew's performance.

 <p>Leaving Work Area Neat and Safe</p> <table> <tr> <th>Current Qtr.</th> <th>Year to Date</th> </tr> <tr> <td>97%</td> <td>97%</td> </tr> </table>	Current Qtr.	Year to Date	97%	97%	 <p>Percent Rating Service Visit as Better/Same as Peer Utilities</p> <table> <tr> <th>Current Qtr.</th> <th>Year to Date</th> </tr> <tr> <td>78%</td> <td>77%</td> </tr> </table>	Current Qtr.	Year to Date	78%	77%
Current Qtr.	Year to Date								
97%	97%								
Current Qtr.	Year to Date								
78%	77%								

- ❖ Nearly all customers (97%) reported the work crew left the work area neat and safe. Among those who had recent contact with the work crew of a peer utility, 78% described the service received from BSG as equivalent or better.

	Current Quarter -----	Change from Previous -----	Year-to- Date -----	12-Month Rolling Average -----
Unweighted N=	653	11	1283	1283
Q1. Overall Impression of Company				
- Percent rating 6 or Higher	86%	-3%	87%	87%
- Average Rating	7.97	-0.29	8.07	8.07
Q2a. Overall Satisfaction with Recent Service Experience				
- Percent rating 6 or Higher	86%	-6%	88%	88%
- Average Rating	8.36	-0.47	8.53	8.53
Q3. Was service all handled entirely through automated telephone system?				
- Yes	3%	1%	2%	2%
- No	97%	-1%	98%	98%
Q4. Overall Satisfaction with Automated Telephone System				
- Percent rating 6 or Higher	55%	-15%	61%	61%
- Average Rating	6.15	-0.78	6.45	6.45
Q5a. Overall ease of using automated phone system				
- Percent rating 6 or Higher	70%	0%	70%	70%
- Average Rating	7.02	-0.12	7.05	7.05
Q5b. Variety of services and information offered				
- Percent rating 6 or Higher	76%	-1%	76%	76%
- Average Rating	7.36	-0.15	7.41	7.41
Q5c. Ease of understanding different menu options and directions				
- Percent rating 6 or Higher	75%	-2%	76%	76%
- Average Rating	7.47	-0.01	7.46	7.46
Q5d. The amount of time it took to get to desired menu option				
- Percent rating 6 or Higher	63%	-3%	64%	64%
- Average Rating	6.58	-0.21	6.65	6.65
Q5e. The clarity of the sound and message voice				
- Percent rating 6 or Higher	86%	-1%	86%	86%
- Average Rating	8.16	-0.10	8.19	8.19
Q5f. Amount of time it took to complete transaction (Base--Respondents who completed transaction entirely through automated phone system)				
- Percent rating 6 or Higher	63%	-4%	64%	64%
- Average Rating	6.88	0.27	6.77	6.77

	Current Quarter -----	Change from Previous -----	Year-to- Date -----	12-Month Rolling Average -----
Unweighted N=	653	11	1283	1283
Q6. Automated Power Outage Reporting System (%Yes)				
Unweighted N=	-	-	-	-
B. Given an estimate of how long it would take to restore electricity?	0%	0%	0%	0%
C. Was electricity back on within the time estimated?	0%	0%	0%	0%
D. Did NIPSCO call to confirm electricity was back on?	0%	0%	0%	0%
E. Overall, was the information you received about the outage useful to you?	0%	0%	0%	0%
CONTACTING THE COMPANY				
Unweighted N=	544	-2	1079	1079
Q7a. Overall ease of contacting the company				
- Percent rating 6 or Higher	80%	-4%	81%	81%
- Average Rating	7.84	-0.14	7.88	7.88
Q7b. Ease of finding the right person to help with your request				
- Percent rating 6 or Higher	79%	-5%	81%	81%
- Average Rating	7.84	-0.22	7.91	7.91
Q7c. Convenience of telephone center's hours of operation				
- Percent rating 6 or Higher	87%	-3%	88%	88%
- Average Rating	8.34	-0.11	8.39	8.39
Q7D. Amount of time spent waiting to speak with a customer service rep				
- Percent rating 6 or Higher	76%	-1%	76%	76%
- Average Rating	7.30	-0.19	7.37	7.37
PHONE REP PERFORMANCE				
Unweighted N=	550	3	1086	1086
Q8a. Overall performance of the phone rep				
- Percent rating 6 or Higher	92%	-1%	92%	92%
- Average Rating	8.85	-0.12	8.89	8.89
Q8b. Being pleasant and courteous				
- Percent rating 6 or Higher	95%	-1%	95%	95%
- Average Rating	9.14	-0.11	9.18	9.18

	Current Quarter -----	Change from Previous -----	Year-to- Date -----	12-Month Rolling Average -----
Unweighted N=	653	11	1283	1283
Q8c. Treating you as a respected customer				
- Percent rating 6 or Higher	95%	1%	94%	94%
- Average Rating	9.07	-0.02	9.08	9.08
Q8d. Showing interest and concern for your situation				
- Percent rating 6 or Higher	92%	0%	92%	92%
- Average Rating	8.80	-0.07	8.82	8.82
Q8e. Displaying skill and knowledge in their job				
- Percent rating 6 or Higher	92%	0%	92%	92%
- Average Rating	8.88	-0.01	8.88	8.88
Q8f. Adequately answering all your questions				
- Percent rating 6 or Higher	92%	-2%	92%	92%
- Average Rating	8.82	-0.18	8.88	8.88
Q8g. Acting in a professional manner				
- Percent rating 6 or Higher	95%	0%	95%	95%
- Average Rating	9.10	-0.09	9.13	9.13
Q8h. Fully understanding the purpose of your call and situation				
- Percent rating 6 or Higher	93%	1%	92%	92%
- Average Rating	8.92	-	8.91	8.91
Q8i. Having the necessary authority to make decisions to fulfill your request				
- Percent rating 6 or Higher	90%	-1%	91%	91%
- Average Rating	8.66	-0.12	8.71	8.71
Q8j. Taking care of your request quickly and efficiently				
- Percent rating 6 or Higher	89%	-2%	90%	90%
- Average Rating	8.64	-0.22	8.73	8.73
Q9. Did telephone rep confirm your satisfaction before ending the call?				
- YES	76%	-1%	76%	76%
- NO	13%	4%	11%	11%
- Don't remember	12%	-2%	13%	13%

	Current Quarter -----	Change from Previous -----	Year-to- Date -----	12-Month Rolling Average -----
Unweighted N=	653	11	1283	1283
Q9B. How many different calls did you have to make before completing your business with the call center?				
- One call only	49%	-15%	55%	55%
- Two or more calls	51%	15%	45%	45%
- Average	2.52	0.65	2.27	2.27
PHONE CENTER COMPARED TO OTHER LOCAL UTILITIES				
Q10a. Have you had the opportunity to contact the telephone service center of a different local utility?				
- Yes	28%	-3%	29%	29%
- No	72%	3%	71%	71%
Q10b. Which one did you contact most recently?				
Unweighted N=	148	-16	307	307
- Cable television	44%	-12%	48%	48%
- Telephone company	21%	-1%	22%	22%
- Electric company	28%	14%	23%	23%
- Water company	4%	-2%	5%	5%
- Other	3%	1%	2%	2%
Q10c. NiSource versus Competing Utility Phone Service				
- NiSource a lot better	27%	-1%	27%	27%
- NiSource somewhat better	19%	4%	17%	17%
- About the same	34%	-7%	37%	37%
- Other utility somewhat better	9%	4%	8%	8%
- Other utility a lot better	11%	0%	11%	11%
SERVICE VISIT SCHEDULING				
Unweighted N=	517	11	1011	1011
Q11a. Were you at the location when service was performed?				
- Yes	85%	-2%	86%	86%
- No	15%	2%	14%	14%
Q11ba. Company's willingness to schedule work to fit your needs				
- Percent rating 6 or Higher	87%	-3%	88%	88%
- Average Rating	8.58	-0.22	8.67	8.67

	Current Quarter -----	Change from Previous -----	Year-to- Date -----	12-Month Rolling Average -----
Unweighted N=	653	11	1283	1283
Q11bb. Phone rep telling you when the work would be performed				
- Percent rating 6 or Higher	89%	-2%	89%	89%
- Average Rating	8.56	-0.30	8.68	8.68
Q11bc. Field rep/work crew arriving on time				
- Percent rating 6 or Higher	88%	-5%	91%	91%
- Average Rating	8.71	-0.38	8.87	8.87
Q11bd. Total amount of time from first phone contact until service was completed				
- Percent rating 6 or Higher	85%	-4%	87%	87%
- Average Rating	8.30	-0.33	8.44	8.44
FIELD REP/WORK CREW PERFORMANCE				
Unweighted N=	517	11	1011	1011
Q12a. Overall performance of field rep/work crew				
- Percent rating 6 or Higher	94%	-1%	95%	95%
- Average Rating	9.21	-0.10	9.26	9.26
Q12b. Being pleasant and courteous				
- Percent rating 6 or Higher	96%	-3%	97%	97%
- Average Rating	9.30	-0.29	9.43	9.43
Q12c. Displaying skill and knowledge in their job				
- Percent rating 6 or Higher	95%	-1%	96%	96%
- Average Rating	9.28	-0.11	9.33	9.33
Q12d. Taking the time to explain the work being performed				
- Percent rating 6 or Higher	92%	-2%	93%	93%
- Average Rating	9.04	-0.24	9.14	9.14
Q12e. Adequately answering all your questions				
- Percent rating 6 or Higher	95%	-1%	96%	96%
- Average Rating	9.22	-0.20	9.31	9.31
Q12f. Being informed about your specific request				
- Percent rating 6 or Higher	95%	-1%	95%	95%
- Average Rating	9.16	-0.23	9.24	9.24

	Current Quarter -----	Change from Previous -----	Year-to- Date -----	12-Month Rolling Average -----
Unweighted N=	653	11	1283	1283
Q12g. Performing work quickly and efficiently				
- Percent rating 6 or Higher	94%	-3%	95%	95%
- Average Rating	9.21	-0.25	9.32	9.32
Q13. Did field rep or work crew clean up the work area and leave it neat and safe?				
- Yes	97%	-1%	97%	97%
- No	3%	1%	3%	3%
Q14. Did field rep/work crew confirm satisfaction with service before leaving?				
- Yes	82%	-2%	83%	83%
- No	13%	4%	11%	11%
- Don't remember	4%	-2%	5%	5%
Q15. Was service request satisfied in the first visit?				
- Yes	81%	-6%	83%	83%
- No	19%	6%	17%	17%
FIELD REP/WORK CREW COMPARED TO OTHER LOCAL UTILITIES				
Q16a. Have you had any service work performed at your home by the work crew of a different local utility?				
- Yes	11%	0%	11%	11%
- No	89%	0%	89%	89%
Q16b. Which one performed work at your home most recently?				
Unweighted N=	55	-7	113	113
- Cable television	50%	-8%	52%	52%
- Telephone company	32%	7%	30%	30%
- Electric company	10%	3%	8%	8%
- Water company	7%	0%	7%	7%
- Other	2%	-2%	3%	3%
Q16c. NiSource versus Competing Utility Work Crew Service				
- NiSource a lot better	15%	5%	13%	13%
- NiSource somewhat better	5%	-16%	11%	11%
- About the same	58%	13%	54%	54%
- Other utility somewhat better	6%	0%	6%	6%
- Other utility a lot better	15%	-3%	16%	16%

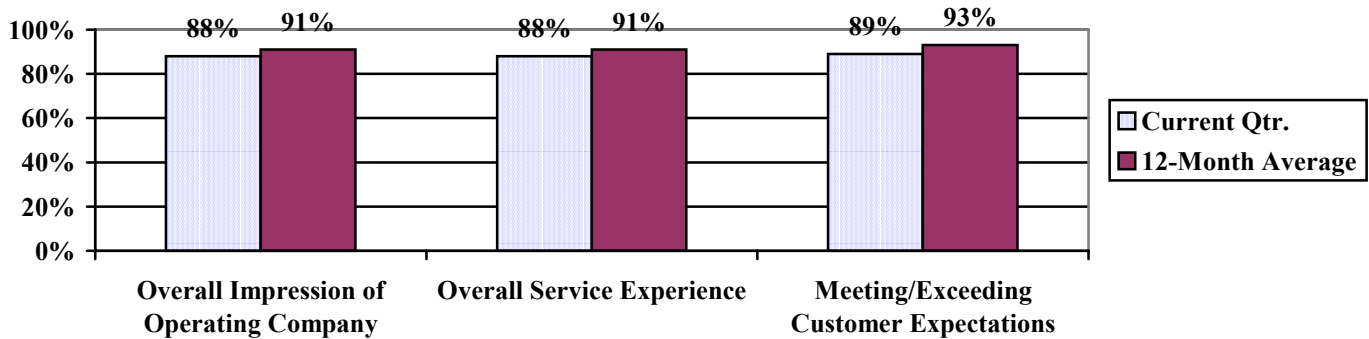
	Current Quarter -----	Change from Previous -----	Year-to- Date -----	12-Month Rolling Average -----
Unweighted N=	653	11	1283	1283
OVERALL EVALUATION				
Q17. How did the service you received compare to your expectations?				
- Exceeded expectations	24%	1%	24%	24%
- Met expectations	62%	-5%	64%	64%
- Did not meet expectations	14%	5%	12%	12%
Q18. How did service received compare to what you would expect to receive from a world-class service provider?				
- Better than	34%	-1%	34%	34%
- Equal to	52%	-3%	54%	54%
- Not as good	14%	4%	12%	12%

Customer Service Tracking Study Report

-- Bay State Gas --

Primary Measures of Service Quality

(Percent Rating "6" or Higher on Ten-Point Scale)



- ❖ During the past quarter of interviewing, 88% of BSG customers gave a rating of "6" or higher on a ten-point scale when asked about their overall impression of Bay State Gas and when evaluating their overall service experience. A somewhat higher percentage (89%) said their recent service experience met or exceeded their expectations.

Key Drivers of Satisfaction with Overall Service Experience

	Bay State Gas		Comparison to NiSource Average	
	Current Qtr.	12-Month Average	Current Qtr.	12-Month Average
Time from first contact until service was completed	84%	90%	2%	5%
Phone rep taking care of request quickly and efficiently	88%	92%	3%	4%
Work crew adequately answering your questions	96%	97%	3%	2%
Convenience of phone center hours of operation	88%	89%	7%	5%
Service request satisfied during first visit (% "Yes")	86%	90%	-4%	1%

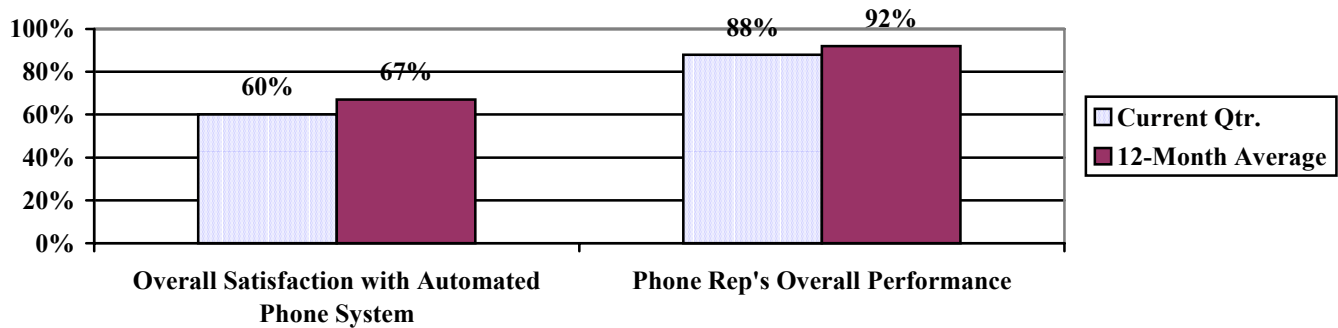
Percentage of Customers Rating "6" or Higher on Ten-Point Scale (unless otherwise noted)

- ❖ The key drivers of satisfaction with the overall service experience are shown on the table above. A regression analysis showed that customer perception of the total elapsed time between the initial contact and service completion is the primary driver of satisfaction. Slightly less than nine out of ten BSG customers gave a satisfactory rating in this area for the current quarter (84%).
- ❖ Compared to the NiSource past 12-month corporate average, BSG customers are likely to report their service request was satisfied during the first visit (about four percentage points below the corporate average).

Overall Satisfaction with Telephone Service

(Percent Rating "6" or Higher on Ten-Point Scale)

Bay State Gas Company
D.T.E. 05-27
Attachment USWA-2-19 (h)
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- ❖ For the current quarter, 60% of BSG customers gave a rating of "6" or higher when asked about their satisfaction with the automated telephone system, bringing the 2002 average to 67% for the year. In comparison, 88% of customers gave a similar rating when asked about the performance of the telephone representative they contacted.

Automated Telephone System/Access to Reps

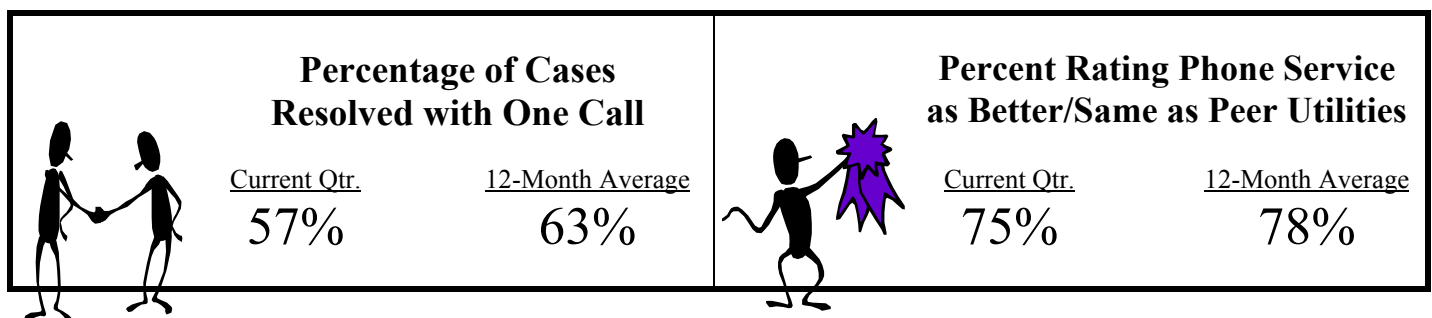
	Current Qtr.	Comparison to NiSource Average
Overall ease of using system	70%	-1%
Variety of services and information offered	70%	-4%
Ease of understanding menu options and directions	79%	0%
Amount of time took to get to desired menu option	63%	2%
The clarity of sound and message voice	85%	-1%
Time to complete automated transaction	65%	-6%
Overall ease of contacting company	82%	5%
Ease of finding the right person	80%	1%
Convenience of phone center hours	88%	7%
Amount of time spent waiting	76%	14%

* Percent rating "6" or higher on ten-point scale

Telephone Rep Service

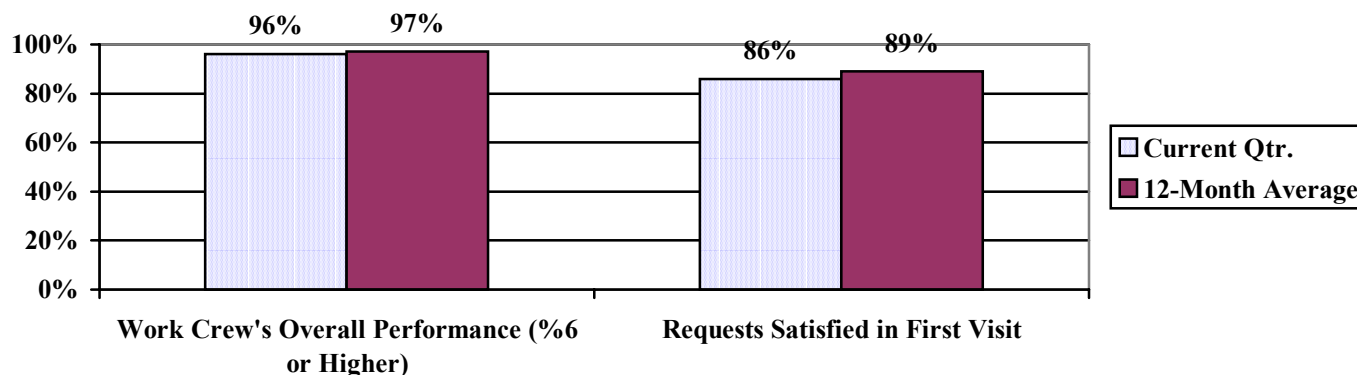
	Current Qtr.	Comparison to NiSource Average
Being pleasant and courteous	92%	4%
Treating you as respected customer	92%	4%
Showing interest and concern	88%	3%
Displaying skill and knowledge	90%	3%
Adequately answering questions	87%	0%
Acting in a professional manner	92%	3%
Understanding purpose of call	89%	2%
Having authority to make decisions	89%	2%
Handling request quickly/efficiently	88%	3%

- ❖ Although 85% of BSG customers gave a satisfactory rating to the clarity of sound and message voice, only 65% gave a satisfactory rating to the time it took to complete an automated transaction.
- ❖ Near nine out of ten BSG customers gave satisfactory ratings to all aspects of the performance of the telephone representatives.



- ❖ For the current quarter, over half of all BSG customers reported their request required only one call to the contact center. Among customers who had similar contact with the telephone center of a peer utility, 75% described the service received from BSG as being equivalent or better.

Satisfaction with Service Visit



- ❖ When the service request required a visit from a work crew, 96% of BSG customers gave a satisfactory rating to the overall performance of the work crew. Somewhat fewer (86%) reported that only one visit by the work crew was required to satisfy the request.

Scheduling Service Visit

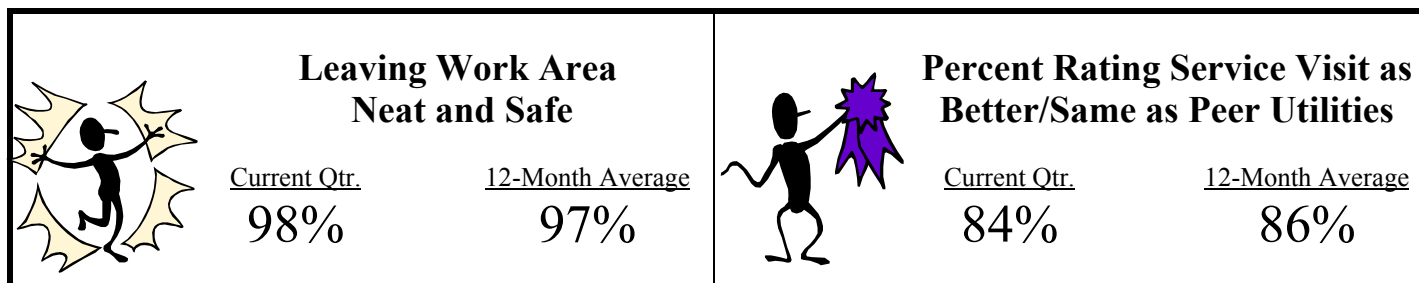
	Current Qtr.	Comparison to NiSource Average
Scheduling to meet customer needs	90%	6%
Telling you when work would take place	89%	5%
Work crew arriving on time	91%	1%

Work Crew Performance

	Current Qtr.	Comparison to NiSource Average
Being pleasant and courteous	97%	2%
Displaying skill and knowledge	96%	1%
Taking time to explain work	95%	3%
Adequately answering questions	96%	3%
Being informed about your request	95%	1%
Performing work quickly and efficiently	96%	0%

* Percent rating "6" or higher on ten-point scale

- ❖ Nine out of ten BSG customers gave satisfactory ratings to the scheduling of their service visit. A higher percentage of customers gave satisfactory ratings to all aspects of the work crew's performance.



- ❖ Nearly all customers (98%) reported the work crew left the work area neat and safe. Among those who had recent contact with the work crew of a peer utility, 84% described the service received from BSG as equivalent or better.

Bay State Gas Results
Fourth Quarter 2002

	Current Quarter -----	Change from Previous -----	Year-to- Date -----	12-Month Rolling Average -----
Unweighted N=	643	29	2512	2512
Q1. Overall Impression of Company				
- Percent rating 6 or Higher	88%	-5%	91%	91%
- Average Rating	8.22	-0.37	8.38	8.38
Q2a. Overall Satisfaction with Recent Service Experience				
- Percent rating 6 or Higher	88%	-6%	91%	91%
- Average Rating	8.62	-0.49	8.83	8.83
Q3. Was service all handled entirely through automated telephone system?				
- Yes	3%	1%	2%	2%
- No	97%	-1%	98%	98%
Q4. Overall Satisfaction with Automated Telephone System				
- Percent rating 6 or Higher	60%	-4%	67%	67%
- Average Rating	6.31	-0.38	6.80	6.80
Q5a. Overall ease of using automated phone system				
- Percent rating 6 or Higher	70%	0%	73%	73%
- Average Rating	6.92	-0.14	7.22	7.22
Q5b. Variety of services and information offered				
- Percent rating 6 or Higher	70%	-7%	76%	76%
- Average Rating	7.11	-0.55	7.53	7.53
Q5c. Ease of understanding different menu options and directions				
- Percent rating 6 or Higher	79%	0%	81%	81%
- Average Rating	7.58	-	7.75	7.75
Q5d. The amount of time it took to get to desired menu option				
- Percent rating 6 or Higher	63%	-5%	67%	67%
- Average Rating	6.39	-0.45	6.79	6.79
Q5e. The clarity of the sound and message voice				
- Percent rating 6 or Higher	85%	1%	88%	88%
- Average Rating	8.28	0.09	8.44	8.44
Q5f. Amount of time it took to complete transaction (Base--Respondents who completed transaction entirely through automated phone system)				
- Percent rating 6 or Higher	65%	-2%	67%	67%
- Average Rating	6.53	0.36	6.63	6.63

Bay State Gas Results
Fourth Quarter 2002

	Current Quarter -----	Change from Previous -----	Year-to- Date -----	12-Month Rolling Average -----
Unweighted N=	643	29	2512	2512
Q6. Automated Power Outage Reporting System (%Yes)				
Unweighted N=	-	-	-	-
B. Given an estimate of how long it would take to restore electricity?	0%	0%	0%	0%
C. Was electricity back on within the time estimated?	0%	0%	0%	0%
D. Did NIPSCO call to confirm electricity was back on?	0%	0%	0%	0%
E. Overall, was the information you received about the outage useful to you?	0%	0%	0%	0%
CONTACTING THE COMPANY				
Unweighted N=	429	94	1515	1515
Q7a. Overall ease of contacting the company				
- Percent rating 6 or Higher	82%	-2%	83%	83%
- Average Rating	7.94	-0.15	8.07	8.07
Q7b. Ease of finding the right person to help with your request				
- Percent rating 6 or Higher	80%	-5%	83%	83%
- Average Rating	7.86	-0.35	8.10	8.10
Q7c. Convenience of telephone center's hours of operation				
- Percent rating 6 or Higher	88%	-2%	89%	89%
- Average Rating	8.43	-0.16	8.50	8.50
Q7D. Amount of time spent waiting to speak with a customer service rep				
- Percent rating 6 or Higher	76%	0%	78%	78%
- Average Rating	7.19	-0.22	7.43	7.43
PHONE REP PERFORMANCE				
Unweighted N=	429	92	1525	1525
Q8a. Overall performance of the phone rep				
- Percent rating 6 or Higher	88%	-7%	92%	92%
- Average Rating	8.64	-0.54	8.94	8.94
Q8b. Being pleasant and courteous				
- Percent rating 6 or Higher	92%	-4%	95%	95%
- Average Rating	8.95	-0.41	9.20	9.20

Bay State Gas Results
Fourth Quarter 2002

	Current Quarter -----	Change from Previous -----	Year-to- Date -----	12-Month Rolling Average -----
Unweighted N=	643	29	2512	2512
Q8c. Treating you as a respected customer				
- Percent rating 6 or Higher	92%	-5%	95%	95%
- Average Rating	8.88	-0.46	9.12	9.12
Q8d. Showing interest and concern for your situation				
- Percent rating 6 or Higher	88%	-7%	91%	91%
- Average Rating	8.51	-0.56	8.83	8.83
Q8e. Displaying skill and knowledge in their job				
- Percent rating 6 or Higher	90%	-7%	93%	93%
- Average Rating	8.73	-0.46	8.95	8.95
Q8f. Adequately answering all your questions				
- Percent rating 6 or Higher	87%	-8%	91%	91%
- Average Rating	8.57	-0.61	8.91	8.91
Q8g. Acting in a professional manner				
- Percent rating 6 or Higher	92%	-4%	95%	95%
- Average Rating	8.96	-0.37	9.19	9.19
Q8h. Fully understanding the purpose of your call and situation				
- Percent rating 6 or Higher	89%	-7%	93%	93%
- Average Rating	8.77	-0.46	9.00	9.00
Q8i. Having the necessary authority to make decisions to fulfill your request				
- Percent rating 6 or Higher	89%	-7%	92%	92%
- Average Rating	8.61	-0.51	8.87	8.87
Q8j. Taking care of your request quickly and efficiently				
- Percent rating 6 or Higher	88%	-7%	92%	92%
- Average Rating	8.57	-0.52	8.89	8.89
Q9. Did telephone rep confirm your satisfaction before ending the call?				
- YES	81%	0%	81%	81%
- NO	11%	2%	9%	9%
- Don't remember	8%	-2%	10%	10%

Bay State Gas Results
Fourth Quarter 2002

	Current Quarter -----	Change from Previous -----	Year-to- Date -----	12-Month Rolling Average -----
Unweighted N=	643	29	2512	2512
Q9B. How many different calls did you have to make before completing your business with the call center?				
- One call only	57%	-11%	63%	63%
- Two or more calls	43%	11%	37%	37%
- Average	2.24	0.65	1.97	1.97
PHONE CENTER COMPARED TO OTHER LOCAL UTILITIES				
Q10a. Have you had the opportunity to contact the telephone service center of a different local utility?				
- Yes	27%	4%	23%	23%
- No	73%	-4%	77%	77%
Q10b. Which one did you contact most recently?				
Unweighted N=	119	26	381	381
- Cable television	57%	4%	51%	51%
- Telephone company	19%	-10%	26%	26%
- Electric company	13%	0%	16%	16%
- Water company	8%	4%	5%	5%
- Other	2%	1%	1%	1%
Q10c. NiSource versus Competing Utility Phone Service				
- NiSource a lot better	21%	4%	18%	18%
- NiSource somewhat better	15%	-11%	19%	19%
- About the same	40%	-3%	41%	41%
- Other utility somewhat better	7%	-3%	8%	8%
- Other utility a lot better	18%	13%	13%	13%
SERVICE VISIT SCHEDULING				
Unweighted N=	510	29	2018	2018
Q11a. Were you at the location when service was performed?				
- Yes	88%	-3%	89%	89%
- No	12%	3%	11%	11%
Q11ba. Company's willingness to schedule work to fit your needs				
- Percent rating 6 or Higher	90%	-5%	94%	94%
- Average Rating	8.74	-0.37	8.97	8.97

Bay State Gas Results
Fourth Quarter 2002

	Current Quarter -----	Change from Previous -----	Year-to- Date -----	12-Month Rolling Average -----
Unweighted N=	643	29	2512	2512
Q11bb. Phone rep telling you when the work would be performed				
- Percent rating 6 or Higher	89%	-5%	92%	92%
- Average Rating	8.65	-0.47	8.89	8.89
Q11bc. Field rep/work crew arriving on time				
- Percent rating 6 or Higher	91%	-4%	93%	93%
- Average Rating	9.01	-0.36	9.19	9.19
Q11bd. Total amount of time from first phone contact until service was completed				
- Percent rating 6 or Higher	84%	-10%	90%	90%
- Average Rating	8.22	-0.78	8.70	8.70
FIELD REP/WORK CREW PERFORMANCE				
Unweighted N=	510	29	2018	2018
Q12a. Overall performance of field rep/work crew				
- Percent rating 6 or Higher	96%	-2%	97%	97%
- Average Rating	9.35	-0.13	9.42	9.42
Q12b. Being pleasant and courteous				
- Percent rating 6 or Higher	97%	-2%	98%	98%
- Average Rating	9.60	-	9.62	9.62
Q12c. Displaying skill and knowledge in their job				
- Percent rating 6 or Higher	96%	-2%	97%	97%
- Average Rating	9.45	-0.05	9.47	9.47
Q12d. Taking the time to explain the work being performed				
- Percent rating 6 or Higher	95%	-2%	95%	95%
- Average Rating	9.35	0.08	9.32	9.32
Q12e. Adequately answering all your questions				
- Percent rating 6 or Higher	96%	-2%	97%	97%
- Average Rating	9.46	-0.01	9.44	9.44
Q12f. Being informed about your specific request				
- Percent rating 6 or Higher	95%	-3%	96%	96%
- Average Rating	9.30	-0.22	9.38	9.38

Bay State Gas Results
Fourth Quarter 2002

	Current Quarter -----	Change from Previous -----	Year-to- Date -----	12-Month Rolling Average -----
Unweighted N=	643	29	2512	2512
Q12g. Performing work quickly and efficiently				
- Percent rating 6 or Higher	96%	-2%	97%	97%
- Average Rating	9.43	-0.10	9.49	9.49
Q13. Did field rep or work crew clean up the work area and leave it neat and safe?				
- Yes	98%	0%	97%	97%
- No	2%	0%	3%	3%
Q14. Did field rep/work crew confirm satisfaction with service before leaving?				
- Yes	84%	-1%	84%	84%
- No	11%	0%	11%	11%
- Don't remember	5%	0%	5%	5%
Q15. Was service request satisfied in the first visit?				
- Yes	86%	-7%	89%	89%
- No	14%	7%	11%	11%
FIELD REP/WORK CREW COMPARED TO OTHER LOCAL UTILITIES				
Q16a. Have you had any service work performed at your home by the work crew of a different local utility?				
- Yes	8%	-7%	11%	11%
- No	92%	7%	89%	89%
Q16b. Which one performed work at your home most recently?				
Unweighted N=	40	-33	216	216
- Cable television	61%	12%	58%	58%
- Telephone company	19%	-2%	16%	16%
- Electric company	13%	1%	14%	14%
- Water company	7%	-5%	9%	9%
- Other	0%	-6%	3%	3%
Q16c. NiSource versus Competing Utility Work Crew Service				
- NiSource a lot better	13%	1%	11%	11%
- NiSource somewhat better	21%	12%	16%	16%
- About the same	51%	-17%	59%	59%
- Other utility somewhat better	10%	5%	6%	6%
- Other utility a lot better	6%	-1%	8%	8%

Bay State Gas Results
Fourth Quarter 2002

	Current Quarter -----	Change from Previous -----	Year-to- Date -----	12-Month Rolling Average -----
Unweighted N=	643	29	2512	2512
OVERALL EVALUATION				
Q17. How did the service you received compare to your expectations?				
- Exceeded expectations	27%	2%	26%	26%
- Met expectations	62%	-8%	67%	67%
- Did not meet expectations	11%	6%	7%	7%
Q18. How did service received compare to what you would expect to receive from a world-class service provider?				
- Better than	39%	6%	37%	37%
- Equal to	50%	-12%	55%	55%
- Not as good	12%	7%	8%	8%

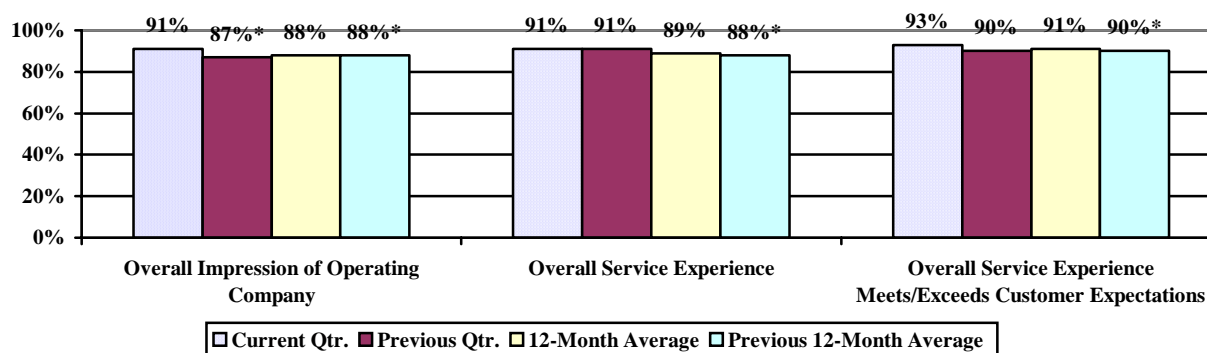
Customer Service Tracking Study Report

4th Quarter 2003

-- Bay State Gas --

Primary Measures of Service Quality

(Percent Rating "6" or Higher on Ten-Point Scale)



- More than nine out of ten respondents (91%) gave a rating of "6" or higher to the overall service experience with BSG, which is significantly higher than the previous quarter and the previous 12-Month Average rating (88%). A significantly higher rating was also given in the areas of overall service experience and that experience meeting or exceeding customer expectations compared to the previous 12-month average.

Key Drivers of Satisfaction with Overall Service Experience

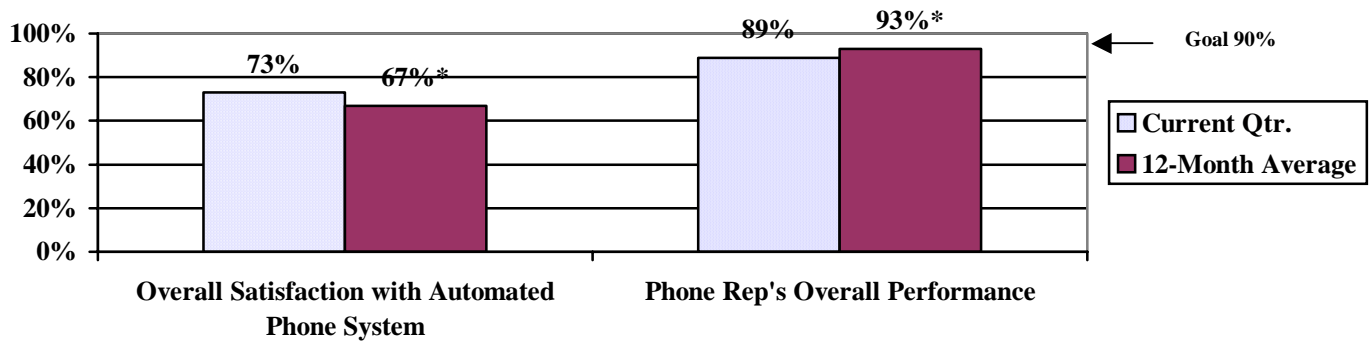
	Bay State Gas		Change	
	Current Qtr.	12-Month Average	Previous Qtr.	12-Month Average
Phone rep taking care of request quickly and efficiently	88%	91%	-3%	-3%
Overall service experience meeting or exceeding customer expectations	93%	91%	+3%	+1%
Phone rep having necessary authority to make decisions	88%	90%	-2%	-2%
Overall performance of sales rep/field service rep or work crew	95%	95%	0%	0%
Variety of services and information offered through the IVRU	78%	73%	+2%	+5%

Percentage of Customers Rating "6" or Higher on Ten-Point Scale (unless otherwise noted)

* Indicates a statistically significant difference from current quarter at 95% confidence level.

Overall Satisfaction with Telephone Service

(Percent Rating "6" or Higher on Ten-Point Scale)



- A significantly higher percentage of customers gave a rating of "6" or higher for the overall satisfaction with automated phone system compared to the 12-month average, while a significantly lower rating was given to phone rep's overall performance.

Automated Telephone System/Access to Reps



	Current Qtr.	Change from Previous Quarter
Variety of services and information offered	78%	+2%
Ease of understanding menu options and directions	82%	+3%
Amount of time took to get to desired menu option	79%	+10%*
Time to complete automated transaction	0%	-56%
Overall ease of contacting company	81%	-4%
Amount of time spent waiting	83%	+3%

Telephone Rep Service

	Current Qtr.	Change from Previous Quarter
Being courteous and professional	93%	-1%
Treating you as respected customer	92%	-1%
Showing interest and concern	87%	-3%
Displaying skill and knowledge	90%	-3%
Adequately answering questions	91%	-2%
Understanding purpose of call	92%	-1%
Having authority to make decisions	88%	-2%
Handling request quickly/efficiently	88%	-3%

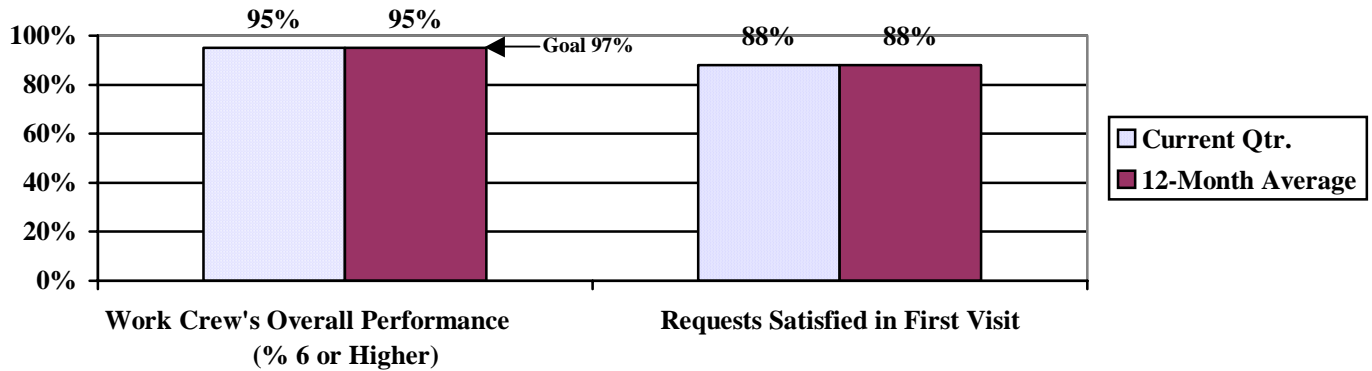
Percent rating "6" or higher on ten-point scale

- A significantly higher percentage of customers gave a rating of "6" or higher to the amount of time it took to get to desired menu option on the automated telephone system.

	<p>Percentage of Cases Resolved with One Call</p> <table><tr><td><u>Current Qtr.</u></td><td><u>12-Month Average</u></td></tr><tr><td>61%</td><td>62%</td></tr></table>	<u>Current Qtr.</u>	<u>12-Month Average</u>	61%	62%
<u>Current Qtr.</u>	<u>12-Month Average</u>				
61%	62%				
	<p>Percent Rating Phone Service as Better/Same as Peer Utilities</p> <table><tr><td><u>Current Qtr.</u></td><td><u>12-Month Average</u></td></tr><tr><td>76%</td><td>75%</td></tr></table>	<u>Current Qtr.</u>	<u>12-Month Average</u>	76%	75%
<u>Current Qtr.</u>	<u>12-Month Average</u>				
76%	75%				

* Indicates a statistically significant difference from current quarter at 95% confidence level.

Satisfaction with Service Visit



Scheduling Service Visit


	Current Qtr.	Change from Previous Quarter
Scheduling to meet customer needs	84%	-6% *
Telling you when work would take place	90%	-3% *
Work crew arriving on time	92%	0%

Percent rating "6" or higher on ten-point scale

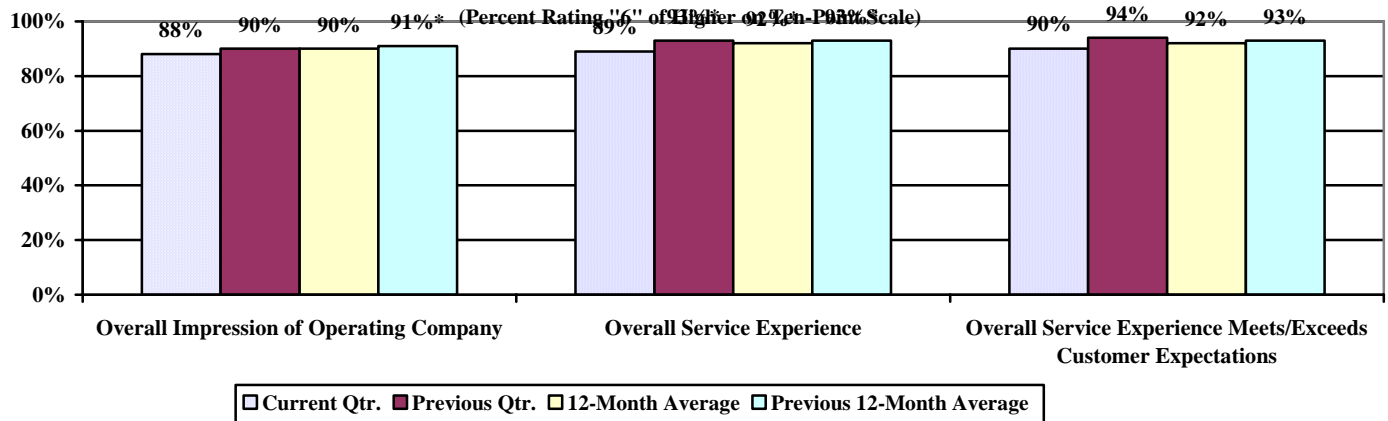
Work Crew Performance

	Current Qtr.	Change from Previous Quarter
Being pleasant and courteous	98%	-1%
Displaying skill and knowledge	97%	0%
Taking time to explain work	94%	0%
Adequately answering questions	98%	0%
Being informed about your request	95%	-1%
Performing work quickly and efficiently	97%	+1%
Leaving work area neat and safe	97%	-1%

- A significantly lower percentage of customers gave a rating of "6" or higher for having their service scheduled to meet their needs and being told when work would take place compared to the previous quarter.

Field Service Rep/Work Crew Displaying Skill and Knowledge		Percent Rating Service Visit as Better/Same as Peer Utilities	
	<u>Current Qtr.</u>	<u>12-Month Average</u>	<u>Current Qtr.</u>
	97%	96%	N/A
			<u>12-Month Average</u>
			85%

* Indicates a statistically significant difference from current quarter at 95% confidence level.

Customer Service Tracking Study Report**4th Quarter 2004****-- BSG-MA --****Primary Measures of Service Quality**

- BSG-MA customers gave significantly lower ratings for the current measurement in the area of overall impression of operating company compared to the previous 12-month average. They also gave significantly lower ratings in the area of overall service experience compared to the previous quarter, 12 month average and previous 12-month average.

Key Drivers of Satisfaction with Overall Service Experience

	BSG-MA		Change	
	Current Qtr.	12-Month Average	Previous Qtr.	12-Month Average
Phone rep taking care of request quickly and efficiently	92%	93%	-1%	-1%
Overall service experience meeting or exceeding customer expectations	90%	92%	-3%	-2%
Overall ease of contacting company to discuss situation	88%	90%	-3%	-2%
Phone rep having necessary authority to make decisions	90%	92%	-3%	-1%
Amount of time it took to complete transaction on IVRU	88%	87%	-12%	0%
Overall performance of sales rep/ field service rep or work crew	95%	97%	-3%*	-1%

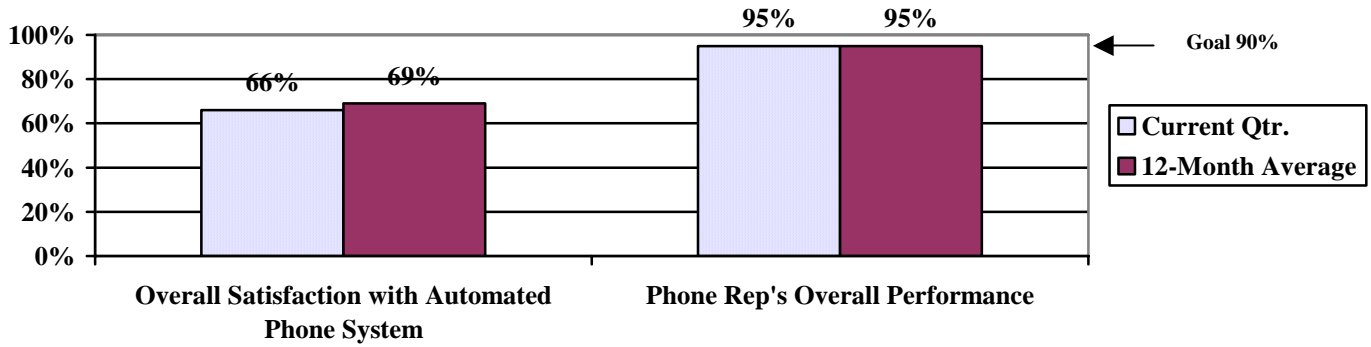
Percentage of Customers Rating "6" or Higher on Ten-Point Scale (unless otherwise noted)

- One driver of overall satisfaction (overall performance of sales rep) showed a significant decrease compared to the previous quarter.

* Indicates a statistically significant difference from current quarter at 95% confidence level.

Overall Satisfaction with Telephone Service

(Percent Rating "6" or Higher on Ten-Point Scale)



Automated Telephone System/Access to Reps



	Current Qtr.	Change from Previous Quarter
Variety of services and information offered	78%	+4%
Ease of understanding menu options and directions	81%	+4%
Amount of time took to get to desired menu option	75%	+6%
Time to complete automated transaction	88%	-12%
Overall ease of contacting company	88%	-3%
Amount of time spent waiting	87%	+7%*

Telephone Rep Service

	Current Qtr.	Change from Previous Quarter
Being courteous and professional	96%	0%
Treating you as respected customer	96%	+1%
Showing interest and concern	92%	-3%
Displaying skill and knowledge	93%	-3%
Adequately answering questions	94%	-1%
Understanding purpose of call	94%	+2%
Having authority to make decisions	90%	-3%
Handling request quickly/efficiently	92%	-1%

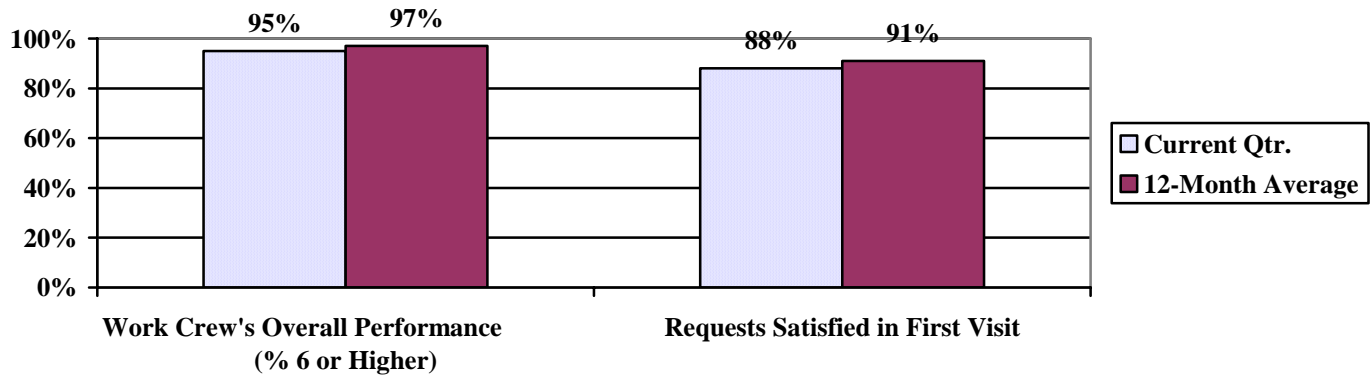
Percent rating "6" or higher on ten-point scale

- A significantly higher percentage of ratings "6" or higher were given in the area of amount of time spent waiting.

 <p>Percentage of Cases Resolved with One Call</p> <table> <tr> <th>Current Qtr.</th> <th>12-Month Average</th> </tr> <tr> <td>72%</td> <td>73%</td> </tr> </table>	Current Qtr.	12-Month Average	72%	73%	 <p>Percent Rating Phone Service as Better/Same as Peer Utilities</p> <table> <tr> <th>Current Qtr.</th> <th>12-Month Average</th> </tr> <tr> <td>83%</td> <td>83%</td> </tr> </table>	Current Qtr.	12-Month Average	83%	83%
Current Qtr.	12-Month Average								
72%	73%								
Current Qtr.	12-Month Average								
83%	83%								

* Indicates a statistically significant difference from current quarter at 95% confidence level.

Satisfaction with Service Visit



Scheduling Service Visit



	Current Qtr.	Change from Previous Quarter
Scheduling to meet customer needs	88%	-5%*
Telling you when work would take place	88%	-5%*
Work crew arriving on time	90%	-6%*

Work Crew Performance

	Current Qtr.	Change from Previous Quarter
Being pleasant and courteous	98%	-2%*
Displaying skill and knowledge	98%	-1%
Taking time to explain work	94%	-3%
Adequately answering questions	95%	-3%*
Being informed about your request	93%	-5%*
Performing work quickly and efficiently	96%	-2%
Leaving work area neat and safe	99%	0%

Percent rating "6" or higher on ten-point scale

- All attributes regarding scheduling a service visit showed a significant decrease compared to the previous quarter. A significantly lower percentage of ratings "6" or higher were given in the area of work crew performance, more specifically for being pleasant and courteous, adequately answering questions, and being informed about your request.

 <p>Field Service Rep/Work Crew Displaying Skill and Knowledge</p> <table> <tr> <th>Current Qtr.</th> <th>12-Month Average</th> </tr> <tr> <td>98%</td> <td>98%</td> </tr> </table>	Current Qtr.	12-Month Average	98%	98%	 <p>Percent Rating Service Visit as Better/Same as Peer Utilities</p> <table> <tr> <th>Current Qtr.</th> <th>12-Month Average</th> </tr> <tr> <td>N/A</td> <td>N/A</td> </tr> </table>	Current Qtr.	12-Month Average	N/A	N/A
Current Qtr.	12-Month Average								
98%	98%								
Current Qtr.	12-Month Average								
N/A	N/A								

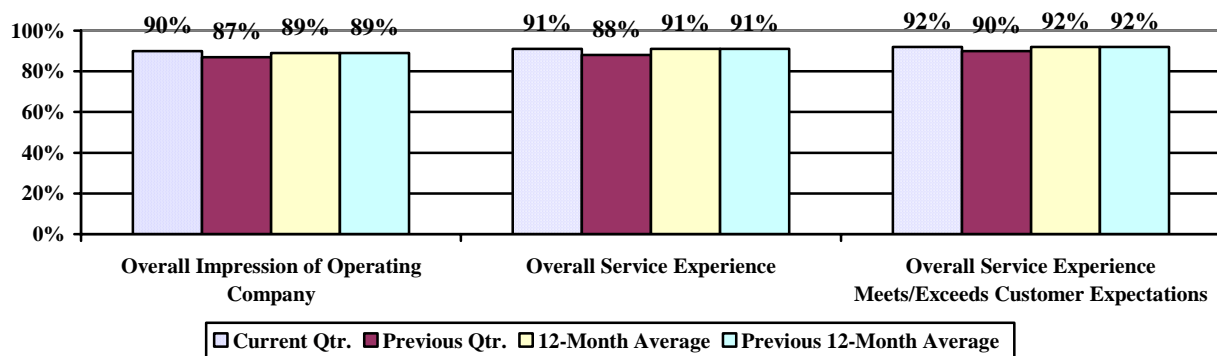
* Indicates a statistically significant difference from current quarter at 95% confidence level.

Customer Service Tracking Study Report

1st Quarter 2005

-- Bay State Gas --**Primary Measures of Service Quality**

(Percent Rating "6" or Higher on Ten-Point Scale)

**Key Drivers of Satisfaction with Overall Service Experience**

	Bay State Gas		Change	
	Current Qtr.	12-Month Average	Previous Qtr.	12-Month Average
Phone rep taking care of request quickly and efficiently	95%	93%	+3%	+1%
Overall service experience meeting or exceeding customer expectations	92%	92%	+2%	0%
Overall ease of contacting company to discuss situation	95%	91%	+8%*	+4%*
Phone rep having necessary authority to make decisions	93%	92%	+3%	0%
Amount of time it took to complete transaction on IVRU	91%	90%	0%	+1%
Overall performance of sales rep/ field service rep or work crew	96%	96%	0%	-1%

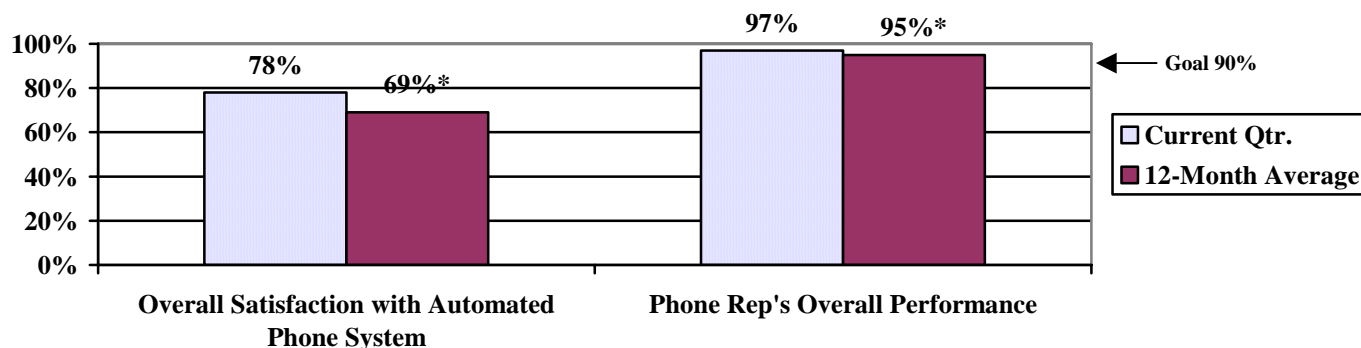
Percentage of Customers Rating "6" or Higher on Ten-Point Scale (unless otherwise noted)

- Significant increase from previous quarter and 12 months average for "Overall ease of contacting company".

* Indicates a statistically significant difference from current quarter at 95% confidence level.

Overall Satisfaction with Telephone Service

(Percent Rating "6" or Higher on Ten-Point Scale)



- Both indicators showed significantly higher scores than the 12-month average.

Automated Telephone System/Access to Reps

	Current Qtr.	Change from Previous Quarter
Variety of services and information offered	81%	+3%
Ease of understanding menu options and directions	84%	+2%
Amount of time took to get to desired menu option	80%	+5%
Time to complete automated transaction	91%	0%
Overall ease of contacting company	95%	+8%*
Amount of time spent waiting	90%	+4%

Telephone Rep Service

	Current Qtr.	Change from Previous Quarter
Being courteous and professional	98%	+2%
Treating you as respected customer	96%	+1%
Showing interest and concern	93%	+1%
Displaying skill and knowledge	96%	+4%*
Adequately answering questions	96%	+4%*
Understanding purpose of call	96%	+2%
Having authority to make decisions	93%	+3%
Handling request quickly/efficiently	95%	+3%

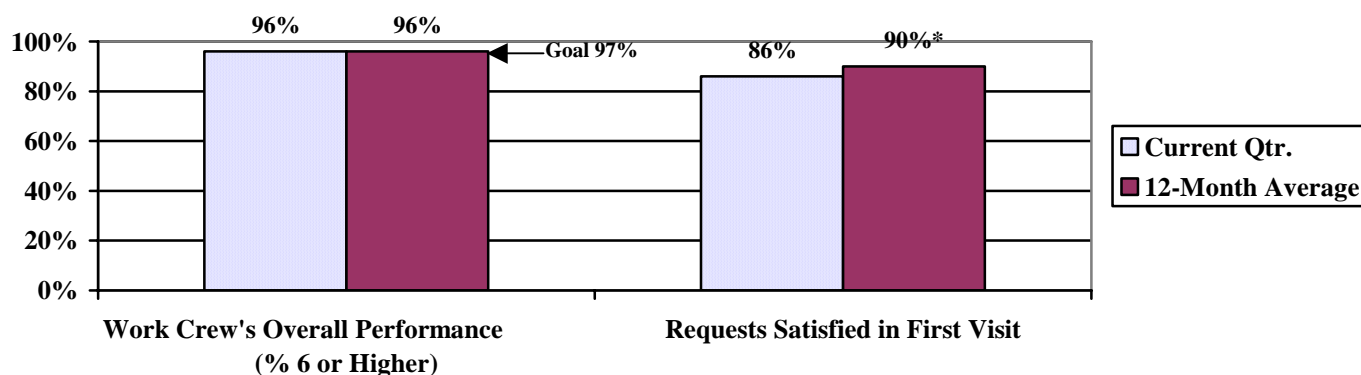
Percent rating "6" or higher on ten-point scale

- Significant increase from previous quarter for ease of company contact. Telephone Representative Service showed significant increase in skill and knowledge displayed to customer and to answering customer questions adequately.

	Percentage of Cases Resolved with One Call			Percent Rating Phone Service as Better/Same as Peer Utilities	
	<u>Current Qtr.</u>	<u>12-Month Average</u>		<u>Current Qtr.</u>	<u>12-Month Average</u>
	68%	72%		87%	83%

* Indicates a statistically significant difference from current quarter at 95% confidence level.

Satisfaction with Service Visit



- “Requests Satisfied In One Visit” scored significantly lower than the 12-month average.

Scheduling Service Visit



	Current Qtr.	Change from Previous Quarter
Scheduling to meet customer needs	93%	+5% *
Telling you when work would take place	94%	+6% *
Work crew arriving on time	95%	+5% *

Percent rating "6" or higher on ten-point scale

Work Crew Performance

	Current Qtr.	Change from Previous Quarter
Being pleasant and courteous	98%	0%
Displaying skill and knowledge	97%	-1%
Taking time to explain work	96%	+2%
Adequately answering questions	97%	+2%
Being informed about your request	97%	+4% *
Performing work quickly and efficiently	97%	+1%
Leaving work area neat and safe	96%	-3% *

- Significant increase from previous quarter for all aspects of Service Visit scheduling. Work Crew Performance showed significant increase in “Being informed about customer request” from previous quarter but decreased with regards to “Leaving work area neat and safe”.

 <p>Field Service Rep/Work Crew Displaying Skill and Knowledge</p> <table> <tr> <th>Current Qtr.</th> <th>12-Month Average</th> </tr> <tr> <td>97%</td> <td>97%</td> </tr> </table>	Current Qtr.	12-Month Average	97%	97%	 <p>Percent Rating Service Visit as Better/Same as Peer Utilities</p> <table> <tr> <th>Current Qtr.</th> <th>12-Month Average</th> </tr> <tr> <td>N/A</td> <td>N/A</td> </tr> </table>	Current Qtr.	12-Month Average	N/A	N/A
Current Qtr.	12-Month Average								
97%	97%								
Current Qtr.	12-Month Average								
N/A	N/A								

* Indicates a statistically significant difference from current quarter at 95% confidence level.